

VOICEGENIE

VoiceGenie 7.0.0 CCXML Platform Release Notes

June 2005



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Overview

This release document includes the following information:

- Documentation
- Resources
- Where to Get Help
- Terminology
- Product Version Identification
- Features
- Known Issues

Documentation

In addition to this Release document, you will receive the following documents:

- **VoiceGenie Media Platform Release Notes**
Release notes for the VoiceGenie Media Platform.
- **VoiceGenie OA&M Framework (formerly CMP) Release Notes**
Release notes for the OA&M Framework (formerly CMP).
- **VoiceGenie SIP Proxy Release Notes**
Release notes for the VoiceGenie SIP Proxy.
- **VoiceGenie CCXML Platform Installation/Configuration Guide**
Guide written for those who will install, configure, and administer the VoiceGenie CCXML Platform.
- **VoiceGenie CCXML Platform User's Guide**
Provides a complete reference for all aspects of the VoiceGenie CCXML platform and middleware, including architecture, configuration, integration, and maintenance issues.

All other required documents can be obtained from <http://support.voicegenie.com>.

Resources

There are many resources for developers available on VoiceGenie's Developer website <http://developer.voicegenie.com> and VoiceGenie's Support website <http://support.voicegenie.com>

The following lists some of the important items you can find on our website:

Resource	URL
FAQs	http://developer.voicegenie.com/faq.php http://speechgenie.voicegenie.com/faq.php
Tutorials	http://developer.voicegenie.com/tutorials_VoiceGenie.php http://speechgenie.voicegenie.com/tutorials_SpeechGenie.php http://support.voicegenie.com/tutorials.php?tutorial=ccxml_intro
VoiceXML 2.0/2.1 Reference	http://developer.voicegenie.com/voicexml2tagref.php
CCXML 1.0 Language Reference	http://developer.voicegenie.com/ccxmltagref.php

Where To Get Help

VoiceGenie Customer Support

Hours of Operation: 8:30 am - 5:30 pm EST Monday to Friday <i>Closed on Canadian Statutory Holidays</i>	
Online/Website:	http://support.voicegenie.com
Email:	support@voicegenie.com
Phone:	(416) 736-4151
For 24/7 support information, please email support@voicegenie.com	

Contacting VoiceGenie

Mailing Address	Other
VoiceGenie Technologies Inc. 1120 Finch Avenue West, 8 th Floor Toronto, Ontario Canada M3J 3H7	Phone: (416) 736-0905
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	Website: www.voicegenie.com

Terminology

The following table gives definitions of some acronyms that may be used in some sections of this document:

Acronyms	Full Definitions
CLC	Command Line Console -- A command line interface that can be used to query information and issue commands
SMC	System Management Console -- A web based tool for administering clusters of VoiceGenie VoiceXML Platforms
OA&M	Operation, Administration and Management
CCP	Call Control Platform

The following sections may contain references to terminology that has become:

Historical Terms	New Terms
PhoneWeb Software / NeXusPoint 6.4.x Software	VoiceGenie 7 Software
Cluster Management Platform (CMP)	OA&M Framework
Voice Resource Manager (VRM)	Speech Resource Management (SRM)
VoiceGenie Management Console (VMC)	System Management Console (SMC)

Product Version Identification

Product Name	VoiceGenie CCXML Platform
Version	7.0 GA
Release Date	June, 2005

VoiceGenie Linux 3.0 CD information	
Build #	Build 9
Kernel	2.4.21-20.EL

VoiceGenie CCXML Platform Information

CCXML configurations	All-in-one or Off-board
CCXML Packages	ccp-ccxml-7.0.0-5.tar.gz

Features

Support for CCXML 1.0

Description

The VoiceGenie 7.0.1 Media Platform now supports VoiceGenie CCXML version 1.0.

Configuration Changes

Please see User Guide for details.

Known Issues

The list of issues, current as of the publication date of this document, is available to supported customers on our Support Website at <http://support.voicegenie.com>. This list is also updated with a list of issues that have been discovered since the publication date.