

VOICEGENIE

VoiceGenie 7

Call Analyst Release Notes

May 2005



VoiceGenie Technologies Inc.
1120 Finch Ave. W. • Toronto, Ontario • M3J 3H7 • Canada
T. +1.416.736.4151 • F. +1.416.736.1551 • support@voicegenie.com
www.voicegenie.com

VoiceGenie Contacts

VoiceGenie Technologies Inc.
1120 Finch Avenue West
Toronto, Ontario
Canada
M3J 3H7

T. +1.416.736.4151
F. +1.416.736.1551
support@voicegenie.com

<http://www.voicegenie.com/index.html>

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Overview

This release document includes the following information:

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

Documentation

Please refer to the VoiceGenie 7 Documentation Overview for the list of the documents shipped with the VoiceGenie 7 release.

Resources

There are many resources for developers available on VoiceGenie's Developer website <http://developer.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
VoiceXML 2.0/2.1 Reference	http://developer.voicegenie.com/voicexml2tagref.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.	Phone: (416) 736-0905
1120 Finch Avenue West, 8 th Floor Toronto, Ontario Canada M3J 3H7	Fax: (416) 736-1551
	Website: www.voicegenie.com

Terminology

The following table gives definitions of some acronyms that are used throughout this document:

Acronyms	Full Definitions
IDE	Integrated Development Environment
SOAP	The W3C Simple Object Access Protocol for web services.
WSDL	The W3C Web Services Description Language for declaring web services interfaces.

Product Version Identification

Product Name	VoiceGenie Call Analyst
Version	1.0 GA (for VoiceGenie 7.0)
Release Date	May, 2005

Features

The following new features are introduced with this release:

Operational and Usability Statistics Gathering

Description

The VoiceGenie Call Analyst gathers a variety of statistics on calls executing on a VoiceGenie deployment. These statistics are stored in a database and are summarized into hourly, daily, weekly, and monthly reports. The statistics are calculated in near real-time on each media server so that instead of sending logs across the network for batch processing, statistical summaries are periodically sent to the database. This reduces the cost of generating the statistics in terms of both CPU and network usage.

Call Log Subscriptions

Description

The VoiceGenie Call Analyst allows a user to subscribe to call logs from specific applications. The call logs are in an easy to understand XML format designed for usability analysis of calls. Users can request random samples of call logs for specific applications, for example 10% of all calls handled by Application X. By reducing the number of call logs collected, users avoid placing unnecessary load on deployed systems.

Call Analyst Client (Eclipse Plug-in)

Description

The VoiceGenie Call Analyst includes client software that integrates with the popular Eclipse IDE (see <http://www.eclipse.org>). This client provides interfaces for generating and viewing reports, configuring call log subscriptions, and viewing call logs in a convenient tree view. The Client allows call logs and reports to be saved to and loaded from disk. Reports can also be exported to HTML or CSV formats. Because the client is an Eclipse Client, usability analysis can be performed in the same interface used to edit application software and VoiceXML pages.

Call Analyst Admin Interface

Description

The VoiceGenie Call Analyst includes a web interface for administering users and application definitions. The statistics and call logs can be organized in terms of the defined applications. Users can be granted access to specific applications, which is useful in multi-tenant scenarios.

Call Analyst Web Services Interface

Description

The Call Analyst Web Services Interface allows standard web services access (based on SOAP and WSDL) to the statistical reports and call logs made available by the Call Analyst. Please contact VoiceGenie for documentation for this interface.

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.