

VOICEGENIE

VoiceGenie 7 Documentation Overview

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Revision History

Version	Date	Change Summary	Author/Editor
1.0	April 13 th , 2005	Initial release	Andrew Ho
1.1	May 20 th , 2005	Added Descriptions for Call Analyst Documents	Andrew Wahbe Andrew Ho

1 Introduction

The purpose of this document is to provide a summary for all documents shipped as part of the VoiceGenie 7 release.

All listed documents are available on the VoiceGenie support site:
http://support.voicegenie.com/7_0_0doc.php.

Note that these documents will be updated on a time-to-time basis and the future versions will be available on the VoiceGenie support site.

2 Documents Overview

2.1 Installation

- [VoiceGenie 7 Installation Guide](#)
Provides step-by-step instructions for how to install the VoiceGenie 7 Software; this includes the OA&M Framework, Media Platform, MRCP Proxy, SIP Proxy, SRM module to name a few. The document also provides initial hardware setup and configuration procedures.

2.2 Media Platform

- [VoiceGenie 7 Media Platform Users' Guide](#)
Provides an overview of the VoiceGenie 7 overall architecture. Explains the purpose and supported features of all Media Platform sub-modules, as well as how to deploy, configure, monitor and maintain the VoiceGenie 7 Media Platform. It is intended to help those responsible for performing daily operations using the VoiceGenie 7 Media Platform.
- [VoiceGenie 7 Media Platform System Reference Guide](#)
Serves as system reference manual for the VoiceGenie 7 Media Platform. It is intended to provide a complete reference for all aspects related to configuration parameters, logging/metrics entries, directory structure as well as SNMP alarms of the VoiceGenie Media Platform. It also contains configuration information for various ASR/TTS engines that are supported in the VoiceGenie 7 release.
- [VoiceGenie 7 SRM Users' Guide](#)
Contains information on how the Speech Resource Management (SRM) components are integrated into other VoiceGenie components, which manages 3rd party Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) engines. The document provides information about the provisioning, configuring, monitoring and maintenance of the SRM.
- [VoiceGenie 7 SRM System Reference Guide](#)
Serves as system reference manual for the SRM. It is intended to provide a complete reference for all aspects related to configuration parameters, logging/metrics entries, directory structure as well as SNMP alarms of the VoiceGenie Media Platform.
- [VoiceGenie 7 Application Migration Guide](#)
This document outlines the new features and changes in the VoiceGenie 7 release that may require changes to existing VoiceXML applications.
- [VoiceGenie 7 Media Platform Release Notes](#)
Provides a list of features, known issues, and known limitation of the VoiceGenie 7 Media Platform.

2.3 OA&M Framework

- [VoiceGenie 7 OA&M Framework – Users' Guide](#)
Introduces the user to the various user interfaces of the OA&M Framework. The OA&M Framework is used by all products within the VoiceGenie product offering; this includes the VoiceXML Platform, MRCP Proxy, SIP Proxy and SS7 Connector to name a few. The guide provides instructions for operating, administrating, and monitoring any VoiceGenie 7 deployment. The document also contains an overview of various user interfaces (including the CMP Server/Database/Proxy, System Management Console [SMC], Command Line Console [CLC] and Simple Network Management Protocol [SNMP]), which are used by all products within the VoiceGenie 7 product offering. The alarming/logging mechanism is also explained.
- [VoiceGenie 7 OA&M Framework – SMC Guide](#)
Describes the functionality of the web based interface to the OA&M Framework, SMC.
- [VoiceGenie 7 OA&M Framework – CLC Guide](#)
Acts as a guide to all users who wish to use the Command Line Console to access the many functionalities provided by the OA&M Framework.
- [VoiceGenie 7 OA&M Framework – SNMP Guide](#)
Outlines the operation details of the VoiceGenie SNMP Agent, which has the ability to perform SNMP Gets on vital data about the health status of a VoiceGenie 7 Platform, as well as the ability to direct alarms to a network management system that can receive SNMP Traps.
- [VoiceGenie 7 OA&M Framework Release Notes](#)
Provides a list of features, known issues, and known limitation of the VoiceGenie 7 OA&M Framework.

2.4 MRCP Proxy

- [VoiceGenie 7 MRCP Proxy Users' Guide](#)
Provides an overview and operation instructions of the MRCP Proxy, which is a component for distributing and re-directing MRCP requests from many different clients to the many different servers within the VoiceGenie 7 framework.
- [VoiceGenie 7 MRCP Proxy System Reference Guide](#)
Serves as system reference manual for the MCRP Proxy. It provides a complete reference for all aspects related to configuration parameters, logging/metrics entries, directory structure and SNMP alarms .

2.5 SIP Proxy and Connector Interfaces

- [VoiceGenie 7 CCP Release Notes](#)
Provides a list of features, known issues, and known limitation of the VoiceGenie 7 SIP Proxy, ICM Connector and the SS7 Connector.

SIP Proxy

- [VoiceGenie 7 SIP Proxy Users' Guide](#)
Provides an overview and operation instructions of the SIP Proxy. This guide also provide instructions for installation and provisioning the SIP Proxy.
- [VoiceGenie 7 SIP Proxy System Reference Guide](#)
Provides a complete reference for all aspects related to configuration parameters, logging/metrics entries, directory structure and SNMP alarms for the SIP Proxy.

SS7 Connector

- [VoiceGenie 7 SS7 Connector Installation Guide](#)
Provides installation information for the SS7 Connector software.
- [VoiceGenie 7 SS7 Connector Users' Guide](#)
Provides an overview of the SS7 Connector software. Outlines the supported features of the SS7 Connector, as well as how to deploy, configure, monitor and provision the software. Explains the redundancy mechanism, and contains examples for various VoiceXML applications that make use of the SS7 Connector functionalities.
- [VoiceGenie 7 SS7 Connector System Reference Guide](#)
Provides a complete reference for all aspects related to configuration parameters, logging/metrics entries, directory structure and SNMP alarms for the SS7 Connector.

ICM Connector

- [VoiceGenie 7 ICM Connector Installation Guide](#)
Provides installation information for the ICM Connector software.
- [VoiceGenie 7 ICM Connector Users' Guide](#)
Provides an architecture overview of the ICM Connector software. The document explains how to configure, monitor and provision the software. The document also contains a complete reference for all aspects related to configuration parameters, logging/metrics entries, directory structure and SNMP alarms.

2.6 Call Analyst

- [VoiceGenie 7 Call Analyst User's Guide](#)
Provides an overview and operation instructions for the Call Analyst. Installation and configuration of the Call Analyst platform components and client software is explained. The Call Analyst Admin Interface is explained in detail. A brief introduction to the client software is included; the client is explained in further detail in the online help that accompanies it.
- [VoiceGenie 7 Call Analyst System Reference Guide](#)
Provides a complete reference for all aspects related to configuration parameters, logging/metrics entries, directory structure and SNMP alarms for the Call Analyst platform components.