GENESYS
AN ALCATEL·LUCENT COMPANY

VoiceGenie 7.2

Tools

Release Notes

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September 2007

Overview

This release document includes the following information:

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

Documentation

Please refer to the VoiceGenie 7.2 Documentation Overview for the list of the documents shipped with the VoiceGenie 7.2 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

Contacting Genesys Technical Support

Online/Website:	http://genesyslab.com/support
Hours of Operation:	8:00 AM to 9:00 PM EST North & Latin Americas 8:00 AM to 7:00 PM GMT Europe, Middle East & Africa 8:00 AM to 6:00 PM Australian Eastern Standard Time Asia Pacific 9:00 AM to 6:00 PM Japan Standard Time Japan
Email:	support@genesyslab.com North & Latin Americas support@genesyslab.co.uk Europe, Middle East & Africa support@genesyslab.com.au Asia Pacific support@genesyslab.co.jp Japan
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For critical production outages outside of the above hours, please contact us by phone.	

Terminology

The following table provides definitions for several acronyms used throughout this document:

Acronyms	Full Definitions
CSV	Comma Separated Values
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	7.2 GA
Release Date	

Product Name	VoiceGenie Quality Advisor
Version	7.2 GA
Release Date	

General Features

This release is a point update to the Call Analyst and Quality Advisor tools. Both tools were originally introduced in earlier versions of VoiceGenie 7. There are no new features introduced in this release of both Call Analyst and Quality Advisor tools.

Known Issues

The list of issues, current as of the publication date of this document, is listed below:

CMT16273   Two copies of analyst-config.xml on Windows is confusing
136706729   Missing "Application" field for output of Call Log Browser