

VoiceGenie®

GenieHosting™ Service

Overview

GenieHosting Service allows customers to deploy their trial and small-scale Voice Web services on a commercial basis via a highly reliable and controlled environment. The GenieHosting Service is the obvious step for start-up Voice Web applications. Customers can use the GenieHosting Service to demonstrate applications and services to potential clients or deploy trial or small-scale commercial services to obtain user statistics, run focus groups and test features.

Features

- High availability Gateway server that fully conforms to the tags and attributes in the VoiceXML 1.0 specification
- Special extensions, including:
 - Outbound Dialing
 - Call Detail Recording – providing an interface for billing services
 - Advanced debugging and logging capabilities
 - Additional audio playback controls
 - Current support for next generation specification features
 - Additional error reporting capabilities for easier problem diagnosis
 - Detection of infinite loops/malicious programs
- Convenient and fast developer environment:
 - Manage multiple extensions and applications
 - Access call log and trace information
 - Validate your VoiceXML pages on-line
 - Use our grammar tools to learn and test
 - Link your VoiceXML application to VoiceGenie's telephony server
 - Access to new VoiceXML Interpreter development tools
 - Advance access to next generation features such as VoIP and advanced telephony features
 - Latest model ASR from SpeechWorks or Nuance
 - Latest Speechify™ TTS
 - Local caching of large grammars to improve latency

Benefits

- Rapid application development and time-to-market
- Complete integration
 - Remote application hosting; application is hosted on the customer's site
 - Backend integration with customer's facilities
 - Full control of your application – updates take effect immediately
- Cost effective
- 24/7 support



- Applications developed are ready for large-scale deployment – on-premises or hosted
- Access to discounted VoiceGenie VoiceXML and User Ergonomics Training
- Dedicated VoiceXML Gateway capacity for your service
- Provisioning for 800 numbers
- Support from VoiceGenie Professional Services group

Terms and Conditions of Service

Service Fee	US\$ 495 per month per line for access to GenieHosting Service; minimum 2 lines
Service Inclusions	The GenieHosting Service includes the following: <ul style="list-style-type: none"> • One (1) dedicated line access into the GenieHosting Service for unlimited use • Up to 100 minutes of outbound calls from GenieHosting on single line (Note: If hairpinning of calls is required (i.e. one inbound line and one outbound line), then a second GenieHosting line must be subscribed to • VoiceGenie developer support within the first 15 days of Service, up to a maximum of one (1) hour per line
Payment	GenieHosting service fee payable monthly in advance.
Commencement of Service	Upon receipt of Acceptance of Quote or Purchase Order, first month's fees, and completion of Registration for the GenieHosting Service.
Term	Monthly basis, until terminated by either party with 30 days notice.
Outbound Charges	Outbound calls in excess of 100 minutes will be charged at a flat rate of 10¢ per minute. This will be billed monthly for actual usage overage on a net 30 days basis.
Access	Customer to access the GenieHosting Service via one VoiceGenie-supplied local number (number provided upon acceptance) or via 800 number provisioning.
Availability	The system is designed to achieve a 95% - 98% availability range, assuming all Internet sites/connections are working normally.
Termination	This Agreement may be terminated by either party upon 30 days notice.
Support & Consulting	VoiceGenie support is included up to the 1 hour per line maximum referred to above. Beyond 1 hour per line, if desired, VoiceGenie can provide support or consulting services (for application design and development, etc.) on a fee basis.

Call VoiceGenie Today.

<http://www.voicegenie.com/contact.html>
<http://developer.voicegenie.com>

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