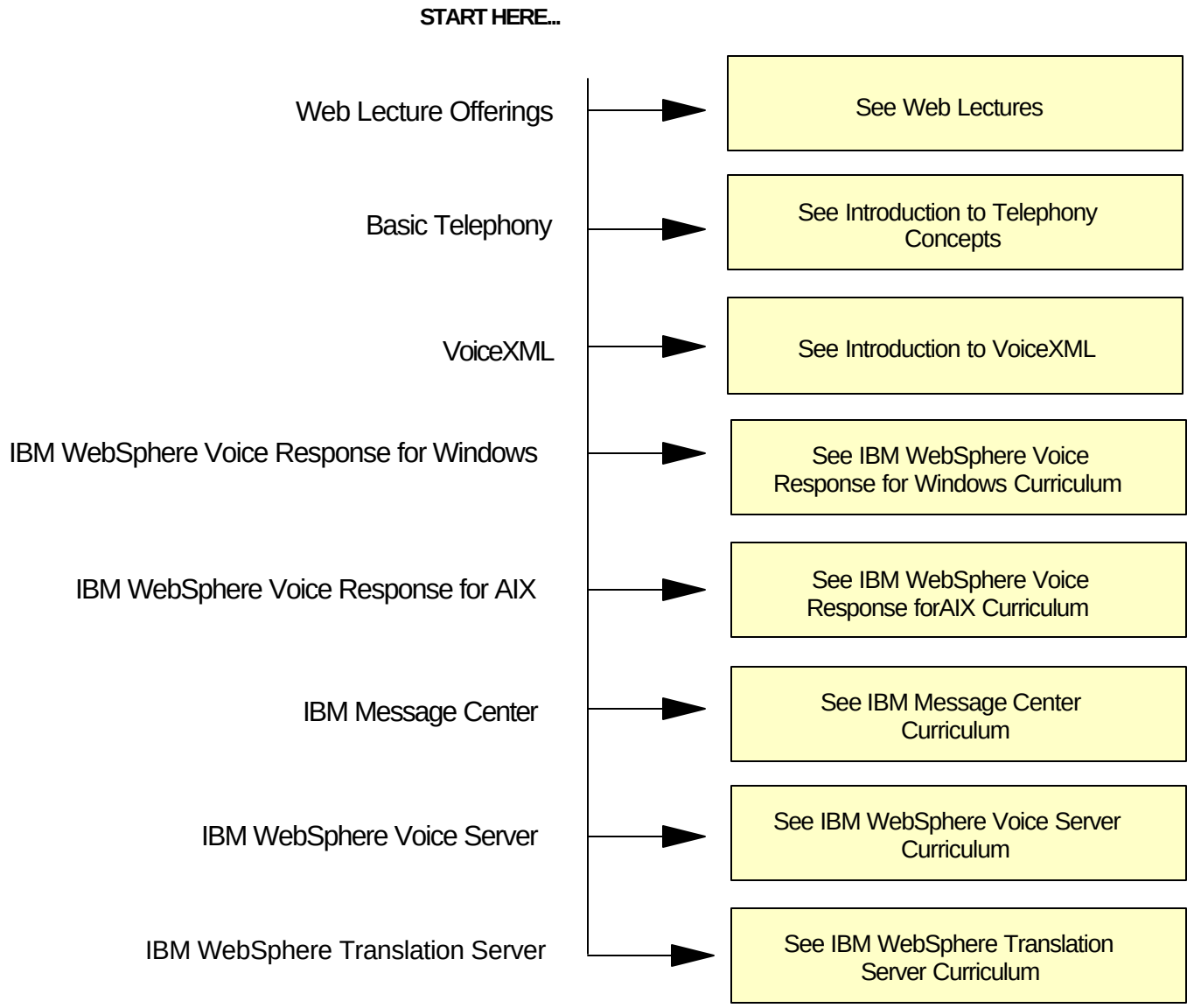
Curriculum Roadmap

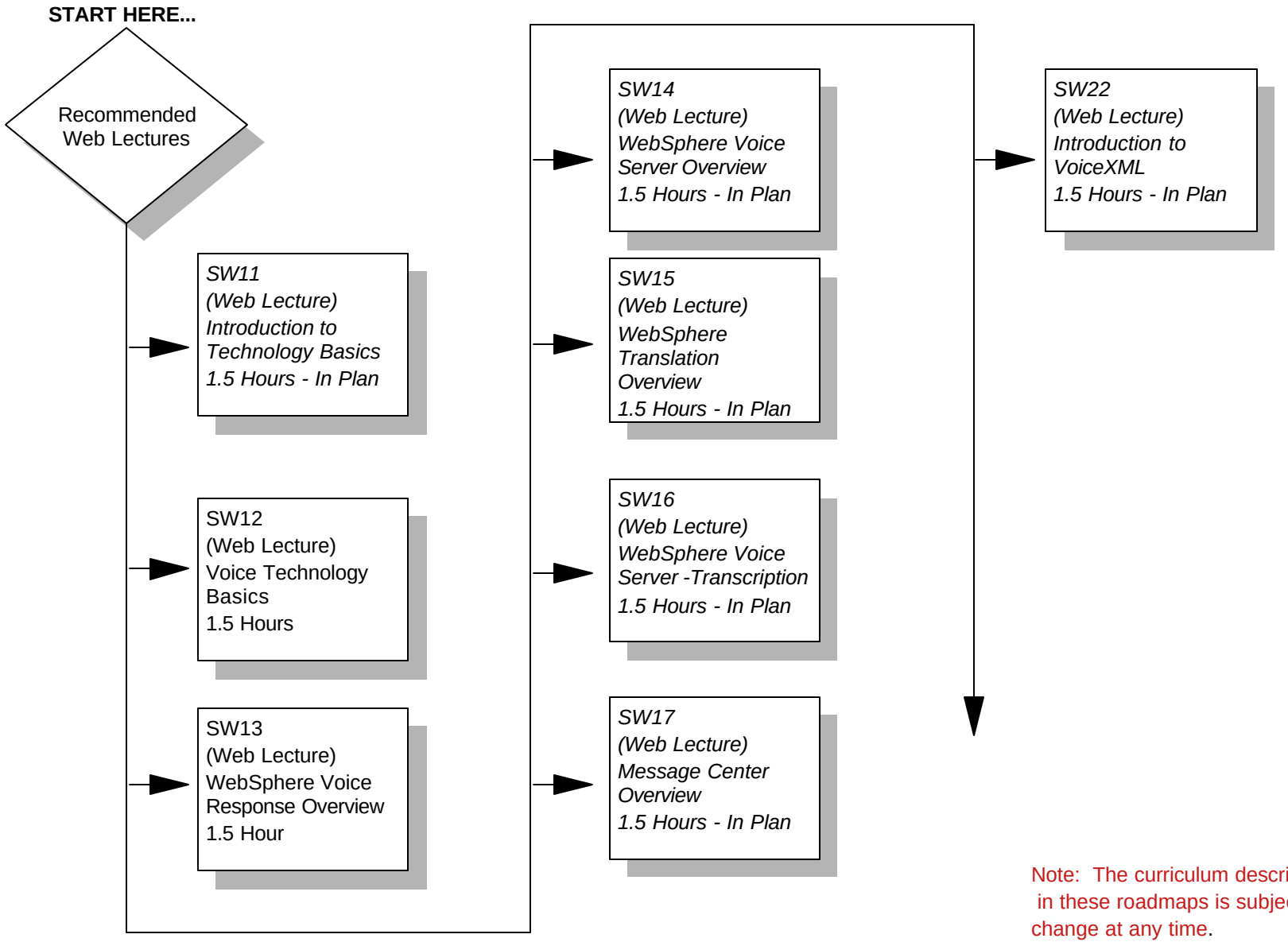
Updated June 12, 2002

IBM Voice Curriculum



Note: The curriculum described in these roadmaps is subject to change at any time.

Web Lecture Curriculum



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Introduction to Telephony Concepts

IBM Learning Services offer two Distance Learning (DL) courses which provide a basic introduction to telephony concepts and terminology. These courses may be useful for people with no background in telephony

For additional information about these courses and to enroll, visit:

- http://www-3.ibm.com/services/learning/ .

TI120 Basic Telephony - 12 hours

AT170 Digital Telecommunications Technology - 5 hours

Course SW033 - Introduction to Voice Processing, shown on the following page will cover telephony aspects as they relate to the WebSphere Voice Response and WebSphere Voice Server platforms.

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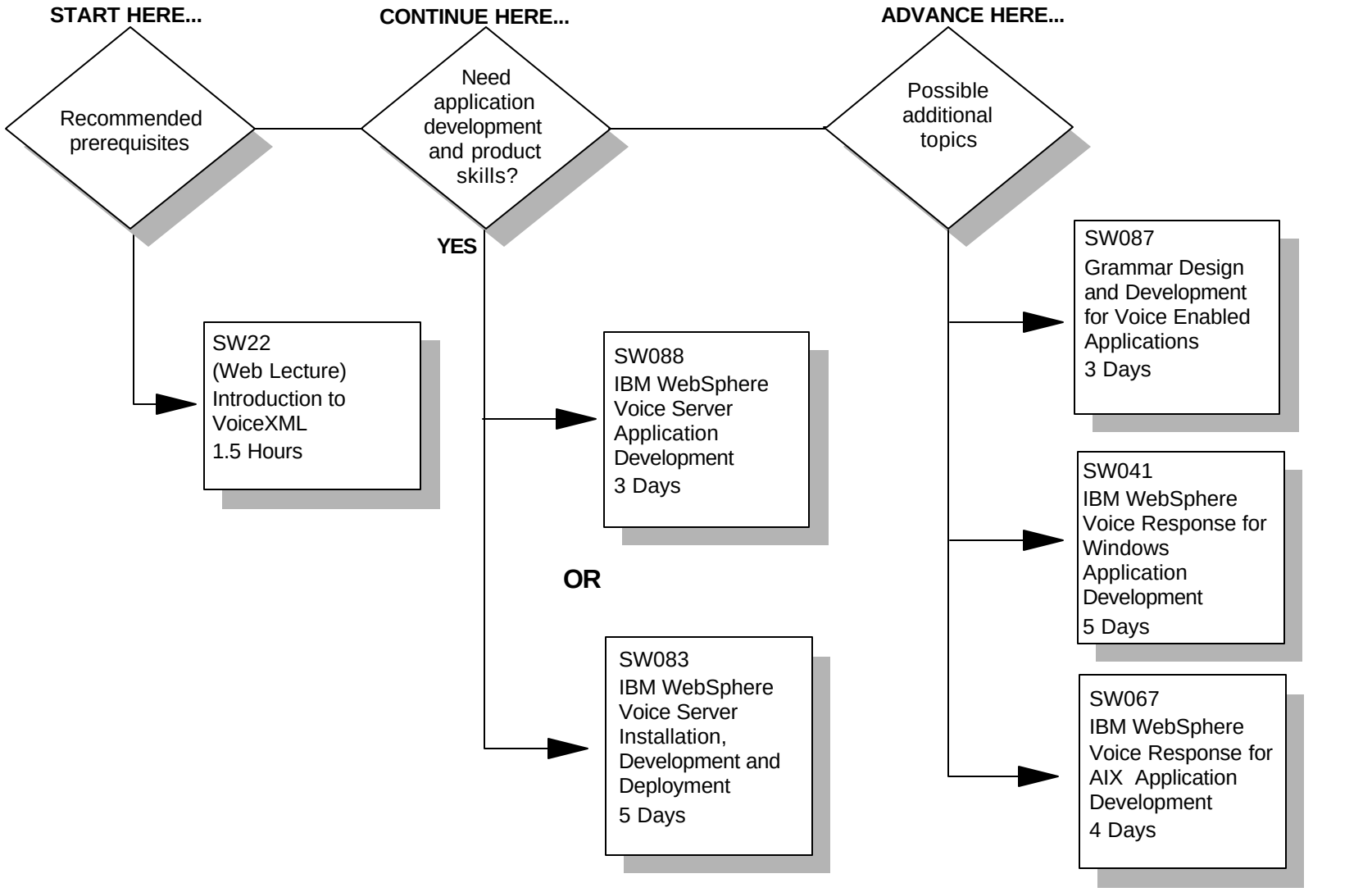
Introduction to VoiceXML



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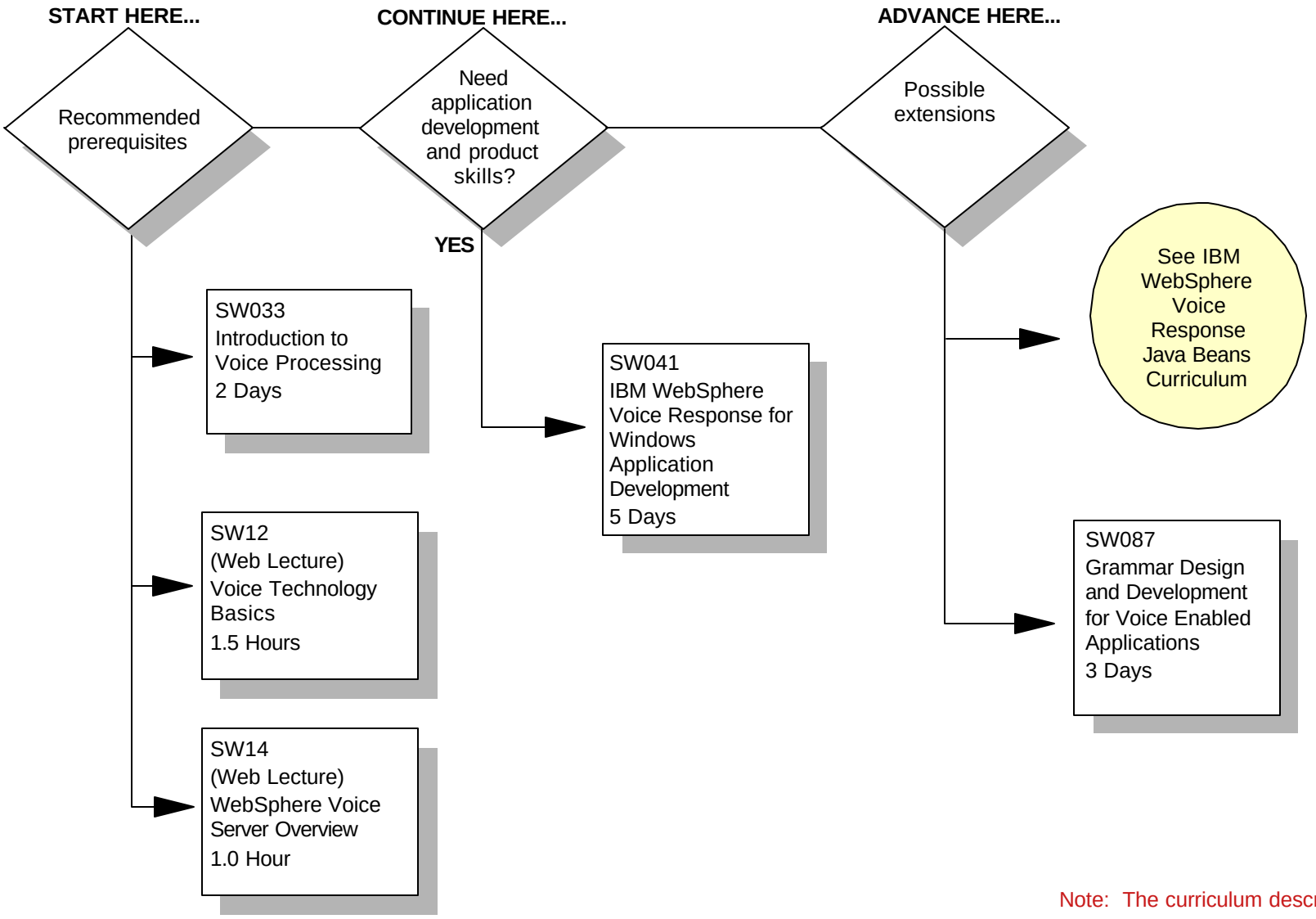
IBM WebSphere Voice Response for Windows



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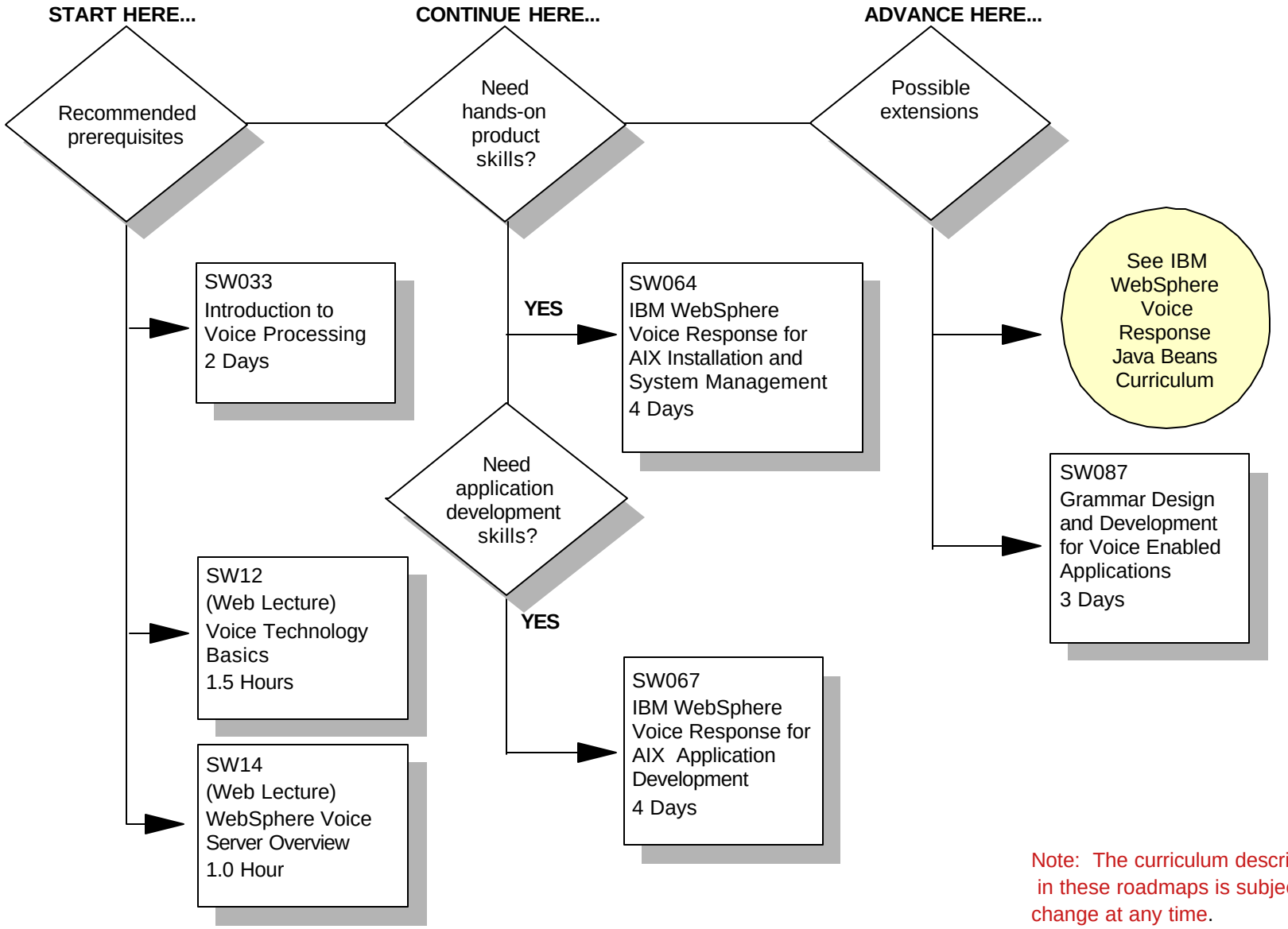
IBM WebSphere Voice Response for AIX



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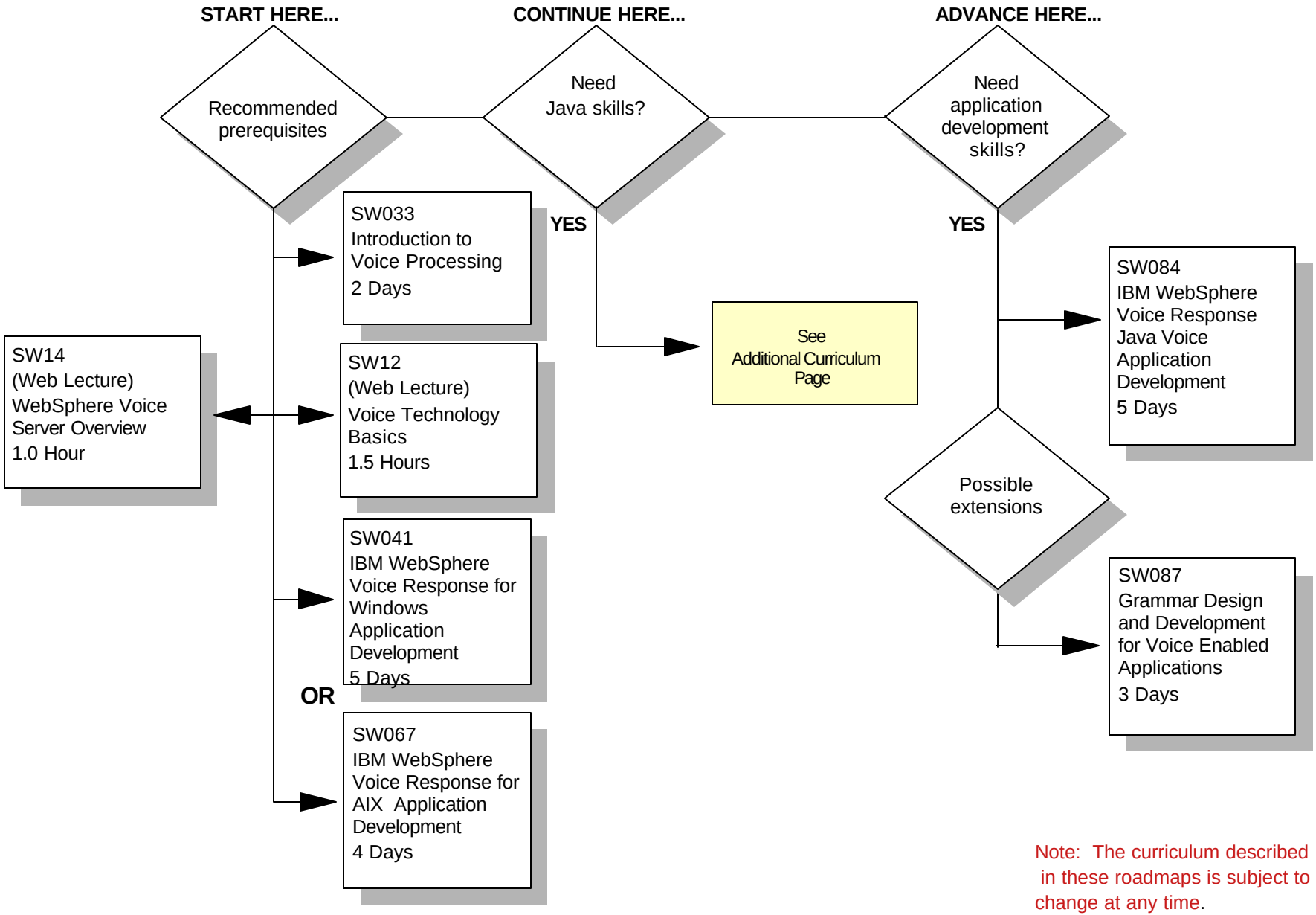
IBM WebSphere Voice Response Java Beans



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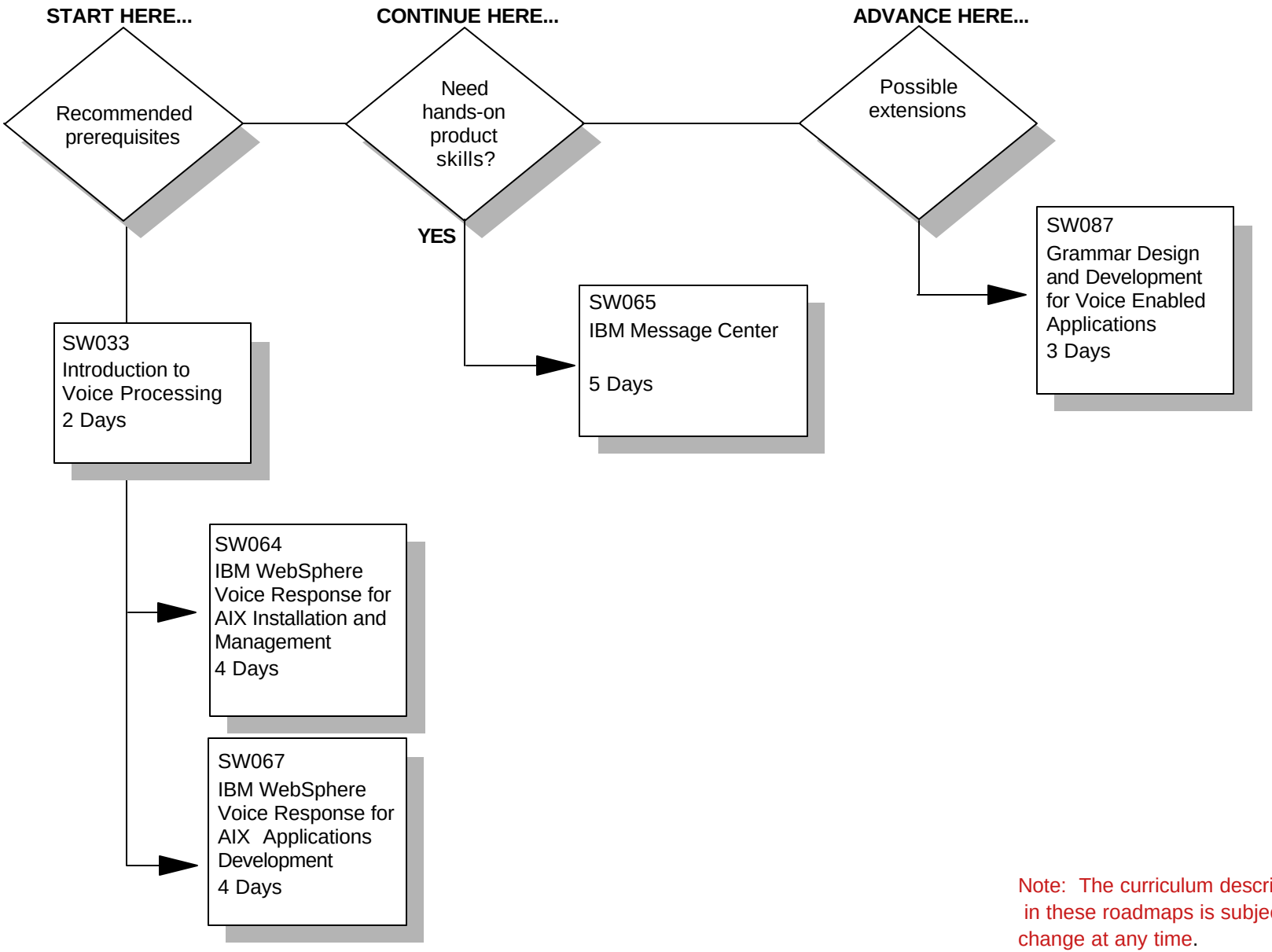
IBM Message Center



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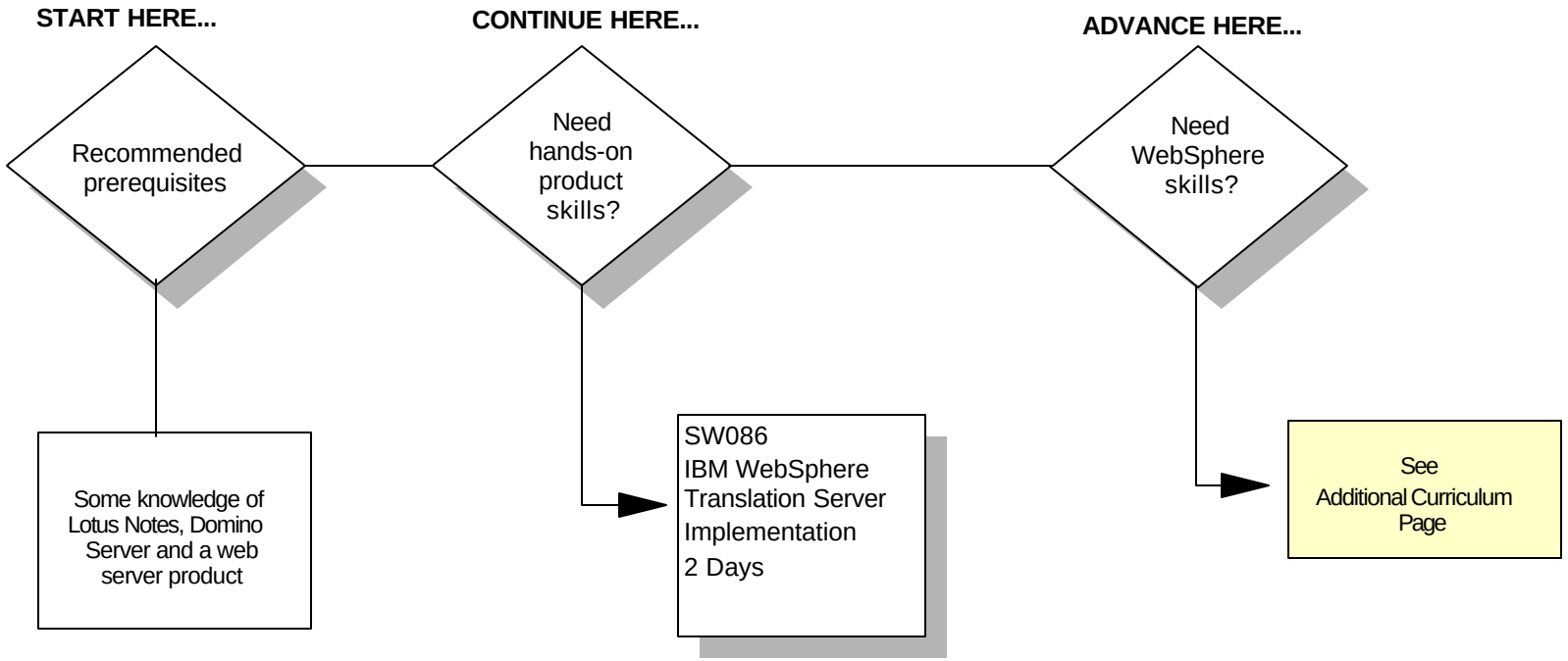
IBM WebSphere Translation Server



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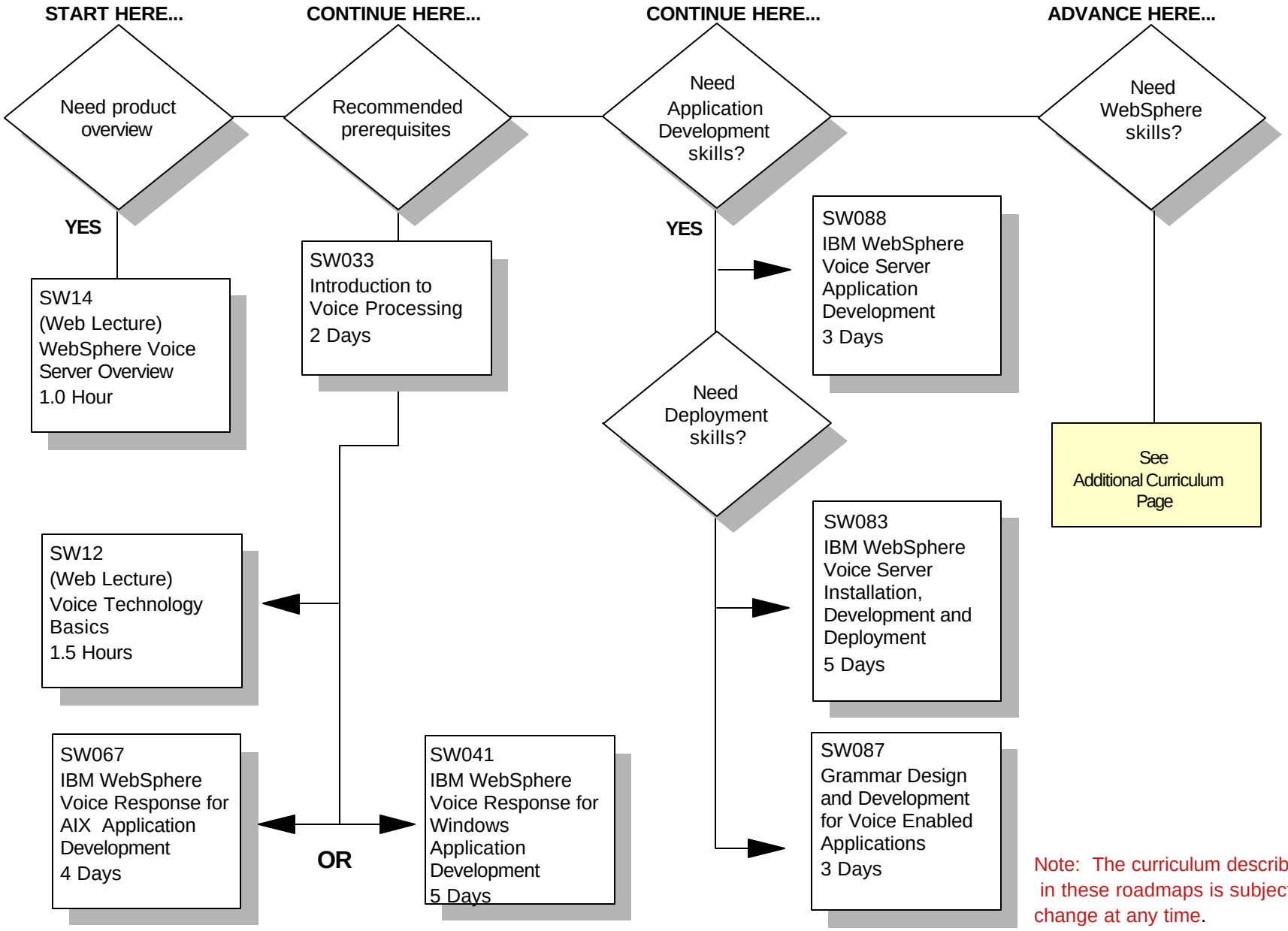
IBM WebSphere Voice Server



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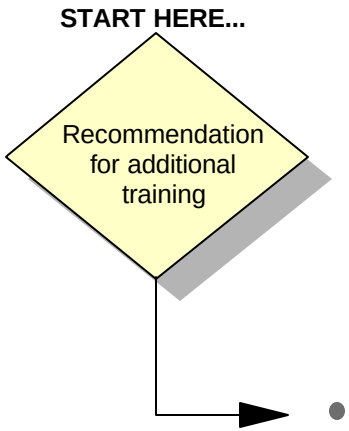
Additional Curriculum



- Suggested prerequisite training depends on the course and the experience level of the student
- Additional skills required will depend on the student's background skill and job role
- Customers should visit the IBM Learning Services site at:

  http://www-3.ibm.com/services/learning/
- IBM students can visit:

  http://w3.education.ibm.com