VoiceXML Forum
Certification Program Guide

Revision 1.0
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Copyright Notice

Editor:

Steve Higgins (The NCC Group) mailto:steve@nccglobal.com

Revision History

Revision	Date	Comments
1.0	2003-09-30	Issued for launch of Certification Program

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1 Certification Overview

1.1 Introduction

This document describes the VoiceXML Forum's certification program for independent validation of VoiceXML products for the benefit of its members, vendors, and the buying public. This certification program is managed and developed by the Forum members and provides impartiality through the use of independent 3rd party test laboratories. This process has been created to enable companies implementing the VoiceXML Specifications to demonstrate that such products are conformant and interoperable with the VoiceXML specifications. This document describes the process of accomplishing such testing activities necessary to assess the conformance and interoperability of an implementation.

The primary purpose of the testing program is to permit vendors and users to take advantage of the valuable standards that the VoiceXML Forum has created, by providing a process whereby conformance and interoperability can be tested. A "VoiceXML Certified" application is one that meets the conformance requirements and has been certified as compliant through the VoiceXML certification program. The certification program operates to give vendors independent evaluation and protection of their intellectual property, and when desired, the opportunity to publicly or privately communicate their certification to customers and partners.

The VoiceXML Forum Certification Program will be open to all vendors who wish to have their products tested.

The policies associated with the testing program are defined in a separate document entitled the VoiceXML Forum Certification Policy.

1.2 Responsibilities

The VoiceXML Forum Certification Program involves the following parties:

- VoiceXML Forum's Conformance Committee responsible for ensuring that VoiceXML certification takes place according to the requirements and directives described in this document and within the VoiceXML Certification policy.

- Independent Testing Labs (TL) - independent companies who, perhaps recommended by the VoiceXML Forum, or perhaps on their own, would offer to provide independent testing of VoiceXML products against the test suites and methodologies defined for the certification program.

- Applicant - vendor with a VoiceXML implementation that has made, or intends to make, an application for VoiceXML certification.

Any questions pertaining to the VoiceXML certification program should be sent by e-mail to: admin@voicexml.org

1.3 References

1.3.1 Normative References

[1] VoiceXML Certification and License Agreement
Posted on reflector: 2003-06-16

[2] VoiceXML Conformance Testing Laboratory Agreement
Posted on reflector: 2003-06-16

[3] VoiceXML Forum Certification Policy
Revision 0.6 18th July 2003

[4] Voice Extensible Markup Language (VoiceXML) Version 2.0
W3C Candidate Recommendation 20 February 2003
http://www.w3.org/TR/2003/CR-voicexml20-20030220/

[5] W3C Speech Recognition Grammar Specification (SRGS) Version 1.0
W3C Candidate Recommendation 26 June 2002
http://www.w3.org/TR/speech-grammar/

[6] W3C Speech Synthesis Markup Language (SSML) Version 1.0
W3C Working Draft 02 December 2002
http://www.w3.org/TR/speech-synthesis/

[7] W3C Semantic Interpretation for Speech Recognition 1.0 WD
W3C Working Draft 1 April 2003
http://www.w3.org/TR/semantic-interpretation/

[8] W3C Voice Browser Call Control: CCXML Version 1.0
W3C Working Draft 12 June 2003
http://www.w3.org/TR/ccxml/

1.3.2 Informative References

None.

1.4 Scope

Compliance will initially consist of conformance testing of implementations based on the VoiceXML specification[4]. It is the intention to enhance the compliance program in a phased approach to incorporate Interoperability Testing of devices conformant to the VoiceXML specification[4], and to expand the compliance criteria to additional specifications defined in the W3C Speech Interface Framework.

The certification program currently covers the following specifications and test methodologies:

VoiceXML specification	Conformance	Interoperability
W3C VoiceXML Version 2.0 [4]	Yes	No
W3C Speech Recognition Grammar Format (SRGS) Version 1.0 [5]	No	No
W3C Speech Synthesis Markup Language (SSML) Version1.0 [6]	No	No
W3C Semantic Interpretation for Speech Recognition Version 1.0 [7]	No	No
W3C Voice Browser Call Control (CCXML) [8]	No	No

Note: This table is intended to provide a roadmap for the VoiceXML Conformance Committee for the certification program.

The certification program currently covers the following implementations:
• VoiceXML Platforms

Note: It is the intention to expand the certification program to cover VoiceXML applications.

1.5   Definitions

Definition	Description
Applicant	An organization that has made, or intends to make, a platform for compliance testing.
Certification Agreement	The agreement between the Applicant and the VoiceXML Forum, which contains the legal commitment by the Applicant to the conditions of the compliance program.
Compliance Register	A web-based record of all certified products, which is maintained by the VoiceXML Forum
Compliant Product	An implementation that has successfully completed the compliance process as notified by VoiceXML.
Conformance Requirements	A definition of the mandatory and optional behavior a product must implement in order to be considered conformant.
Conformance Testing	Conformance testing is defined by ISO 9646 as: *Testing the extent to which an Implementation Under Test (IUT) is a conforming implementation.*
Implementation Conformance Statement (ICS)	A statement made by the supplier of an implementation or system claimed to conform to a given specification, stating which capabilities have been implemented, including which optional features are supported.
Interoperability Testing	Testing the ability of systems to provide services to and accept services from other systems and to use the services so exchanged to enable them to operate effectively together.
Problem Report	A question of clarification, intent or correctness of the specification(s), test suites or compliance program.
Registration Form	A form completed by the applicant to register a particular implementation for the compliance program.
Test Suite	The testware authorized by the VoiceXML Forum for use in testing within the VoiceXML compliance program.
VoiceXML Conformance Committee	A committee within the VoiceXML Forum responsible for the certification program.

2 Certification Process

This section describes at a high level the process that has to be followed in order for a product to prove compliance against the VoiceXML specifications.

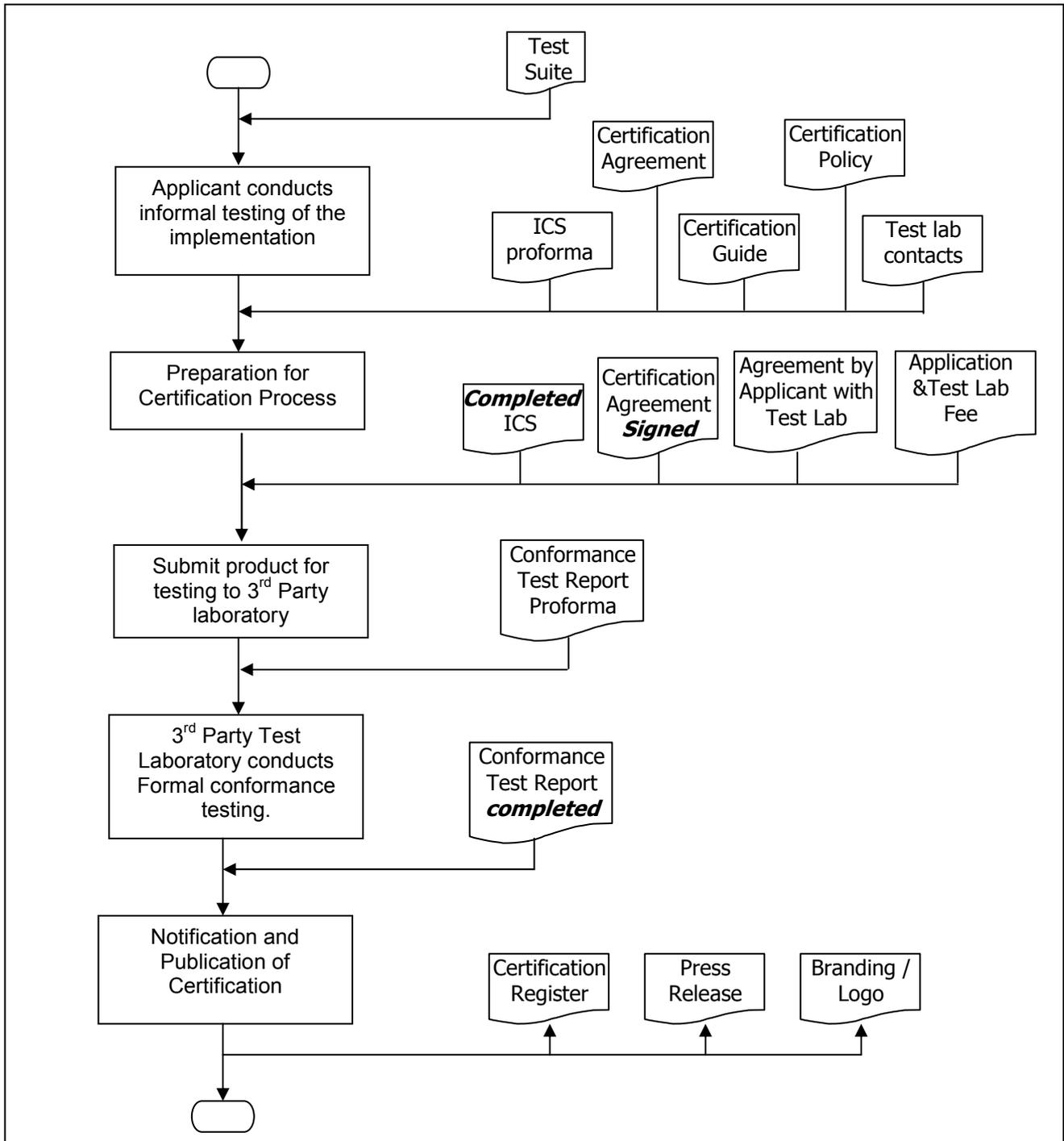The certification process consists of the following steps:

Figure 1 Overview of Certification Process

Note: This process will be expanded to include interoperability testing for future versions of the VoiceXML Forum certification program.

2.1 Informal testing of the Implementation

Objective: The VoiceXML Forum will make available the test suites to be used for certification to potential Applicants to allow them to prepare an implementation for certification. Applicants should conduct informal testing of their implementation up to the point at which they are confident that the product is prepared for certification.

An Applicant can use the following alternatives for informal testing:
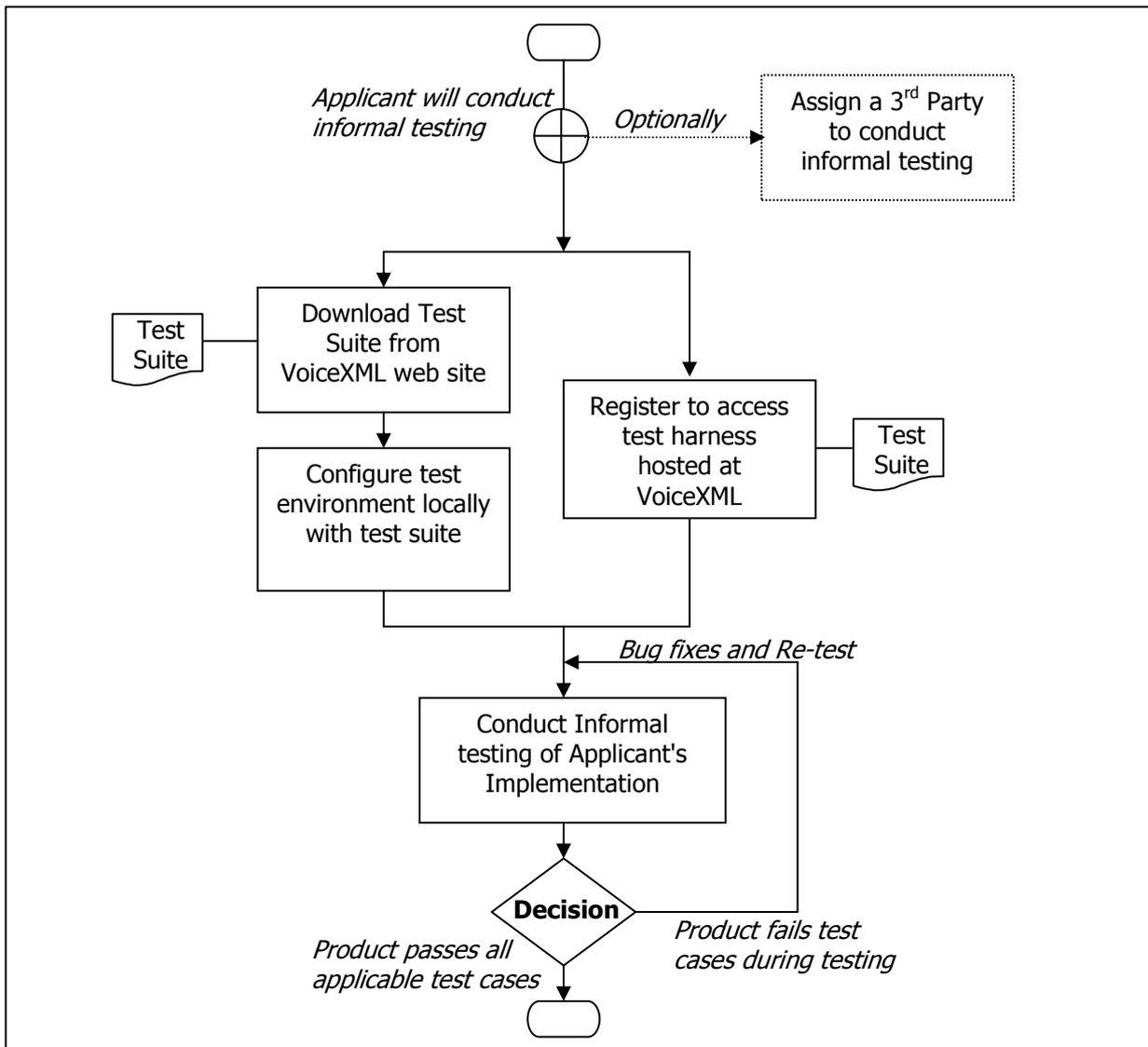
Figure 2 Alternatives for conducting informal testing of an implementation prior to certification

An Applicant has three choices for conducting informal testing:

- An Applicant can download the conformance test suite form the VoiceXML web site to execute the test suite within their own environment to assess the product's suitability for certification.

- An Applicant can access the test suite hosted on the VoiceXML Forum web site and conduct informal testing of their implementation from the web site.

- An Applicant may assign a 3rd Party test laboratory to conduct informal testing of their implementation as preparation for certification. In this case the 3rd party will either configure the

test environment in their own laboratory or register to use the test harness hosted at the VoiceXML Forum's web site.

Note: There may be multiple versions of the test suite available from the VoiceXML Forum web site since there may be versions of the test suite in development.

The current certification version of the test suite that SHOULD be used for informal testing will be clearly identified.

2.2 Preparation for Certification Process

Objective: Before applying for certification, an Applicant should be aware of the technical and legal requirements associated with the certification program. When applying for certification, the Applicant must submit supporting documents with their registration providing the technical and legal means to proceed.

This information and activities for this step are defined as follows:
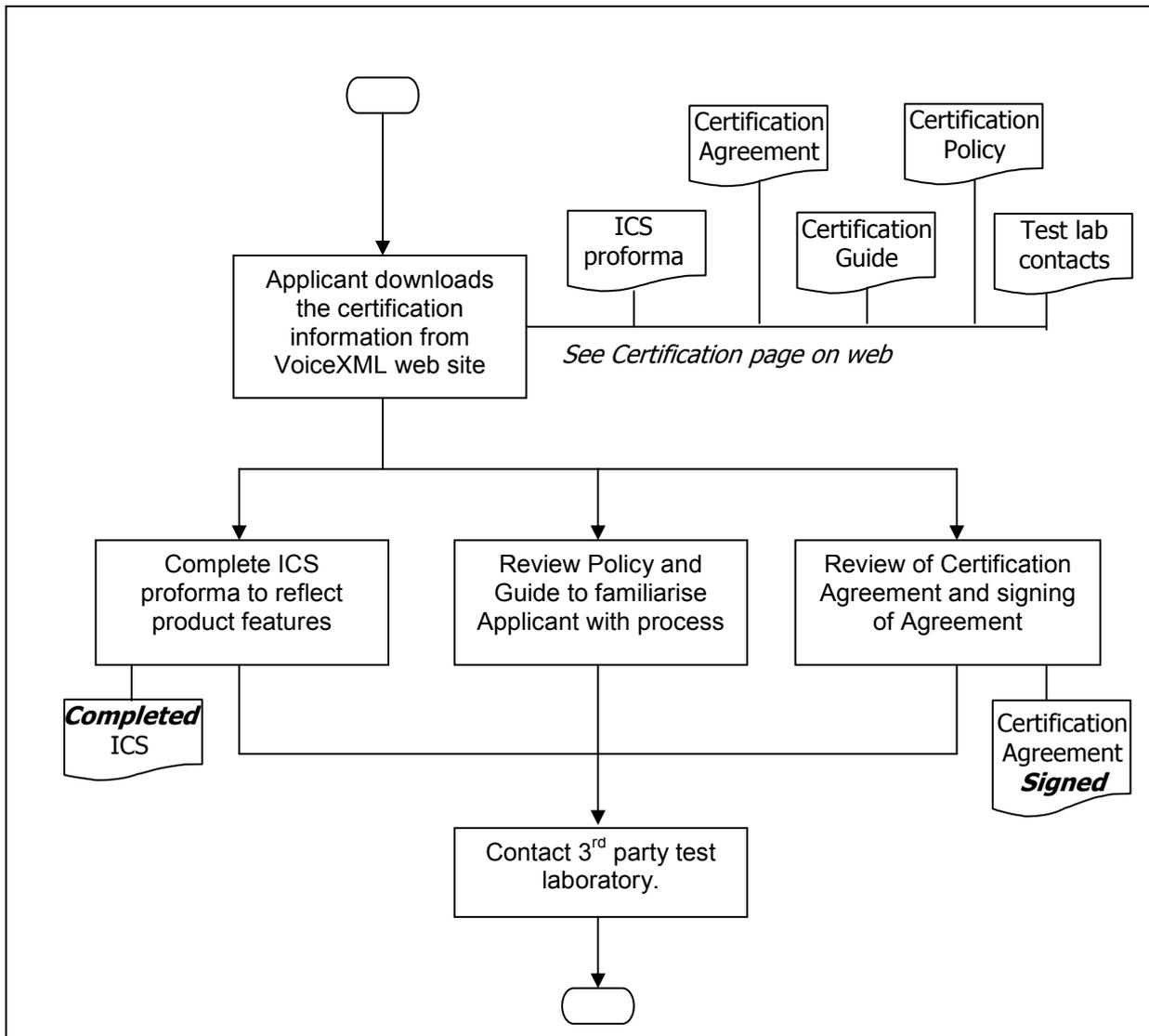
Figure 3 Familiarization with the Certification process

The following information will be available for download from the VoiceXML Forum web site:

- **Certification Program Guide:** This document.

- **Certification Policy**: This document details all the procedures, rules and policies of the certification program. The policies need to define what can be certified, what it means to be certified, and the process for achieving and maintaining certification.

- **Implementation Conformance Statement proforma**: Applicants submit their ICS prior to testing indicating the specification areas implemented in the device or VoiceXML platform they

wish to test. This ensures that the system can be tested for conformance against relevant requirements, and against those requirements only.

- **Certification License Agreement**: The Certification License Agreement is an integral part of any Certification Program. This includes legal agreements covering all legal aspects of the certification program and use of the VoiceXML Forum test suites.

- **Test Lab contacts**: The VoiceXML Forum will designate one or more 3rd Party independent test laboratories to conduct conformance testing using the Conformance test suite(s). Contact information for 3rd part test laboratories will be posted on the VoiceXML Forum's web site to allow an Applicant to make arrangements for testing.

Once this information is downloaded, the Applicant MUST perform the following tasks:

- **Complete the ICS proforma for their product:** The VoiceXML specifications define normative assertions - 'MUST,'MAY', 'SHOULD' etc. The Conformance Process tests that a product implements the assertions as stated in the specifications, i.e. a product conforms to the specifications.

  To evaluate the conformance of a particular system, it is necessary to have a statement of the capabilities and options that have been implemented for each specification supported, so that the system can be tested for conformance against relevant requirements, and against those requirements only. Such a statement is called an Implementation Conformance Statement (ICS).

  The Implementation Conformance Statement (ICS) Proforma is a questionnaire document derived from the VoiceXML specifications. It is derived from VoiceXML specifications by converting the mandatory and optional static conformance requirements (SCR) into questions.

  A vendor MUST complete the questions in the ICS Proforma to specify exactly which functionality areas are supported by their implementation. A minimum requirement for a device is support of all mandatory SCR items.

- **Sign the Certification License Agreement:** An Applicant must agree to the terms and conditions of the Certification License Agreement to participate in the Certification program. The Applicant may have their legal council review the Certification License Agreement before registering for the certification program. When the Applicant is ready to register a signed version of the agreement MUST be submitted with the registration information.

- **Contact 3rd Party Test Laboratories:** Formal testing MUST be conducted by a VoiceXML Forum approved 3rd party test laboratory. The Applicant will be provided with contact information for an approved test laboratory to organize a test campaign for their product.

Additionally, the Applicant SHOULD perform the following task:

- **Review the Certification Policy and Program Guide:** It is recommended that an Applicant familiarize themselves thoroughly with this document and the VoiceXML Certification Policy before registering for the certification program. The intention of these documents is to provide a simplified overview of the Certification Process for applicants and offer a centralized point of reference for information on the Certification Scheme.

2.3   Submitting product to 3rd party test laboratory

Objective: The Applicant needs to submit technical, legal and logistical information to VoiceXML Forum through the on-line application form on the web site to apply for certification.

The Applicant MUST submit the following information:
*   Completed on-line application form with Vendor and Product details.
*   Signed Certification License Agreement.
*   Certification Fee.
*   Completed ICS.
*   Implementation (Product) to be tested.

The reason for each of these items is as follows:

*   Product Details: In order to perform conformance testing on an Implementation under Test(IUT), the test laboratory will require information relating to the IUT and its testing environment. The Applicant will provide product details containing information about the IUT to allow execution of the test suite (e.g. addressing information, transport mechanisms, installation, configuration etc.).
*   Signed Certification License Agreement: On completion of successful conformance testing, the test laboratory will submit this with the test results to the VoiceXML Forum.
*   Certification Fee: The VoiceXML Forum MAY charge a fee for conducting formal conformance testing.
*   Completed ICS Submission: The Applicant MUST submit a completed ICS for the implementation to be tested. The test laboratory requires this information to ensure that the applicable test cases based upon the implementation's capabilities are executed.

To maintain confidentiality of proprietary information, information submitted to the VoiceXML Forum will be handled by the administration function within the VoiceXML Forum and will not be visible to any level of membership including the VoiceXML Forum board. The submissions from the Applicants will be reviewed and the Applicant informed if there are any outstanding issues with the application. The Applicant will be informed by the VoiceXML Forum which 3rd Party Test Laboratory they MUST use for compliance testing.

Optionally, it is RECOMMENDED for the Applicant and the test laboratory to also implement a confidentiality agreement (NDA) and any other Terms & Conditions for the test campaign.

2.4 Formal Conformance Testing

Objective: The 3rd Party Test Laboratory will conduct independent conformance testing of the Applicant's implementation using the certification version of the conformance test suite based upon the capabilities of the implementation as stated in the ICS. The 3rd Party Test Laboratory will produce a Conformance Test Report(CTR) for the implementation determining if the product is compliant.

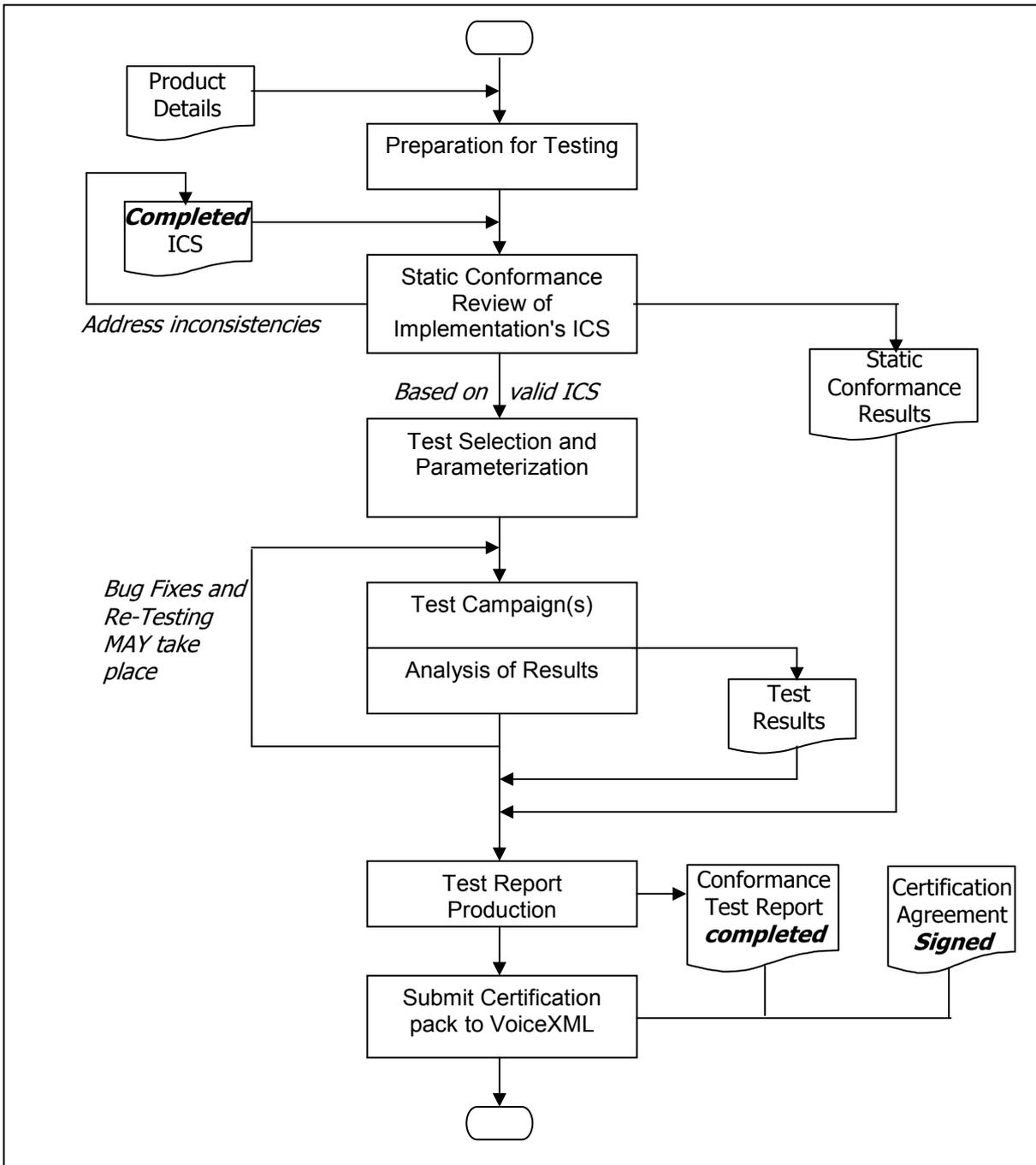The formal test process conducted by the 3rd Party Test Laboratory will consist of the following activities:

Figure 4 Conformance Test Process

Formal conformance testing is the complete process of accomplishing all conformance testing activities necessary to enable the conformance of an implementation or system to one of the VoiceXML specifications to be assessed.

The conformance assessment process involves the following steps:

- **Preparation for Testing**: this involves preparation of the Implementation Under Test (IUT) for conformance testing at the test laboratory. The Applicant will need to liaise with the test laboratory to set-up, configure, and install the product in order to carry out conformance testing.

- **Static Conformance Review**: A static conformance review (as defined in ISO 9646) will be conducted on the VoiceXML Static Conformance Requirements (SCRs) claimed by the Applicant in their ICS.

  The review will check for inconsistencies by comparing the answers in the ICS with the static conformance requirements expressed in the relevant VoiceXML specification(s). The review will ensure that all mandatory SCR items are supported by the device and all items have a response from the submitter (either 'Y', 'N' or 'N/A').

  If a submitted ICS contains errors or missing information, the test laboratory will contact the submitter for clarifications or corrections.
  Any errors or ambiguities in the completed ICS or the ICS Proforma will be included in the Conformance Test Report.

- **Test Selection and Parameterization**: The test laboratory will use the completed ICS for the applicant's implementation to parameterize the test suite by mandatory and optional requirements. This results in a test suite specifically tailored for the Applicant's Implementation under Test.

Parameterization will be based on the following classes of tests:

Mandatory:	Mandatory/Required features are denoted by "must" in the specification. For a required feature an implementation is required to support the syntax and semantics as described in the specification.
Optional:	Optional features are denoted by "should" in the specification. If an implementation supports the optional feature, it must support it according to the syntax and semantics as described in the specification. If an implementation does not support the optional feature, it must throw the appropriate "error.unsupported" code as described in the specification.
Platform-Optional:	Platform-Optional features are denoted by "may" in the specification. An implementation may or may not support a platform-optional feature. Examples include various optional or suggested audio formats, ASR formats, etc. These are not tested under conformance testing since their behavior may be platform specific.

- **Test Campaign:** A test campaign is the process of executing the parameterized executable test suite derived from all the available test cases in the certification test suite. A test campaign involves the use of a configuration of equipment allowing protocol exchanges to take place between the IUT and a test system, such exchanges being controlled by the test system. A test campaign includes the following three types of test: Mandatory tests, Optional tests and Platform-Optional tests. Note that these tests need not be performed in separate test groups. The third party test laboratory will execute the test cases for the Implementation under test and record the test results.

- **Analysis of Results:** The test operations phase culminates in the analysis of results and this leads on to the test report production phase. The test outcome is the series of events which occurred during execution of a test case; it includes all input to and output from the IUT.

  The test verdict will be pass, fail or inconclusive:

Pass	**Pass** means that the observed test outcome gives evidence of conformance to the conformance requirement(s) on which the test purpose of the test case is focused, and is valid with respect to the relevant specification(s);
Fail	**Fail** means that the observed test outcome either demonstrates nonconformance with respect to (at least one of) the conformance requirement(s) on which the test purpose of the test case is focused, or contains at least one invalid test event, with respect to the relevant specification(s);
Inconclusive	**Inconclusive** means that the observed test outcome is such that neither a pass nor a fail verdict can be given
De-Selected	**De-Selected** means that the test case is not applicable for the implementation under test, i.e. an optional test case is not selected because the optional feature is not supported.

  A foreseen test outcome is one which has been defined by the test case; i.e. the events which occurred during execution of the test case matched a sequence of test events defined in the test case. A foreseen test outcome may include unidentified test events, and always results in the assignment of a test verdict to the test case.

  An unforeseen test outcome is one which has not been identified by the test case; i.e. the events which occurred during execution of the test case did not match any sequence of test events defined in the test case. An unforeseen test outcome always results in the recording of a test case error or an abnormal test case termination for the test case.

  A test case error is recorded if an error is detected in either the test case itself (i.e. a test case error) or in its realization (i.e. an executable test case error).
  The results of executing the relevant individual test cases will be recorded in an overall summary for the IUT.

- **Test Report Production:** A Conformance Test Report (CTR) will be created, giving a summary of the conformance status of the IUT, including a summary of the verdicts assigned during the conformance assessment process. In addition, the CTR will document all of the results of the test cases giving a reference to the conformance log(s) which contain(s) the observed test outcomes. The CTR also gives reference to all necessary documents relating to the conduct of the test campaign using the certification test suite. The standardization of all of the procedures concerned with conformance testing should result in comparable Conformance Test Reports being accorded to the IUT, whether the testing is done by the supplier, a user or a third-party test laboratory.

  Whether or not analysis of results is carried out in a manual or automatic mode, it is essential that all inputs, outputs, and other test events are logged, for each test case being run.

  It is the responsibility of the test laboratory to create the Conformance Test report to retain sufficient information to be able to produce a conformance log for each test campaign, for future reference.

- **Submit Certification pack to VoiceXML**: On completion of testing, the test laboratory will submit the final Conformance Test Report and the Applicant's Certification Agreement to VoiceXML Forum for the Applicant's implementation.

  The test laboratory will inform VoiceXML Forum if the implementation meets the conformance criteria.

2.5   Notification and Publication of Certification

Objective: The VoiceXML Forum will rely upon the 3rd Part Test Laboratory to assess conformance of an implementation. At this point in the maturity of the certification program, compliance consists of only conformance to the VoiceXML specifications. It is the intention to evolve the program to prove interoperability of implementations as part of the certification program. If a product is proven to be conformant, it will have met the certification criteria. The VoiceXML Forum will add the implementation details to the Compliance Register on the VoiceXML Forum's web site and the implementation may use the VoiceXML compliant trademarks.

The compliance criteria for passing the conformance test suite to be evaluated by the 3rd party test laboratory are defined as follows:
• Implementation passes all Mandatory test cases.
• Implementation passes all Optional or platform-specific test cases when the feature is claimed in the Implementation conformance statement.

Note:
• A single Fail verdict for any test means that the test session is failed and the implementation in non-conformant.
• Fail verdicts associated with an accepted Test Suite Deficiencies(TSD) will not be considered as a non-conformity.

The activities by the VoiceXML Forum are:

• **Product added to the Compliance Register**: The compliance register is a web-based record of all certified products and is maintained by the VoiceXML Forum. The register contains the name of the Vendor, name of the product, and a summary of the features in the Conformance Test Report.
  Once the VoiceXML Conformance Committee is satisfied that the applicant's product meets the applicable certification requirements, VoiceXML will issue notice to the applicant that the product is a certified product and enter the product in the compliance register.

• **Press Release**: On successful completion of VoiceXML certification, the Applicant may issue a press release. The VoiceXML Forum request that all press releases are sent to the Marcomm mailing lists to be reviewed prior to being issued.
  The VoiceXML Marketing Committee may issue a detailed set of guidelines and Press Release template to be used for each compliance program.

• **Use of the VoiceXML compliance Logo/Trademark(s):** Successful completion of certification allows the vendor to successfully use the VoiceXML compliance trademarks according to the terms and conditions defined by the VoiceXML Forum Certification and License Agreement[1]. The Guidelines for logo usage stipulate that products identified by VoiceXML compliance logo at all times need to comply with the VoiceXML specification.

3 Problem Reporting Process

The VoiceXML Forum Conformance Committee recognizes that VoiceXML Forum member companies will perform testing other than that which is conducted as part of the certification program and encourages this activity. The VoiceXML Conformance Committee also recognizes that during this testing, problems with test suites or interpretation disagreements are inevitable.

3.1 Overview

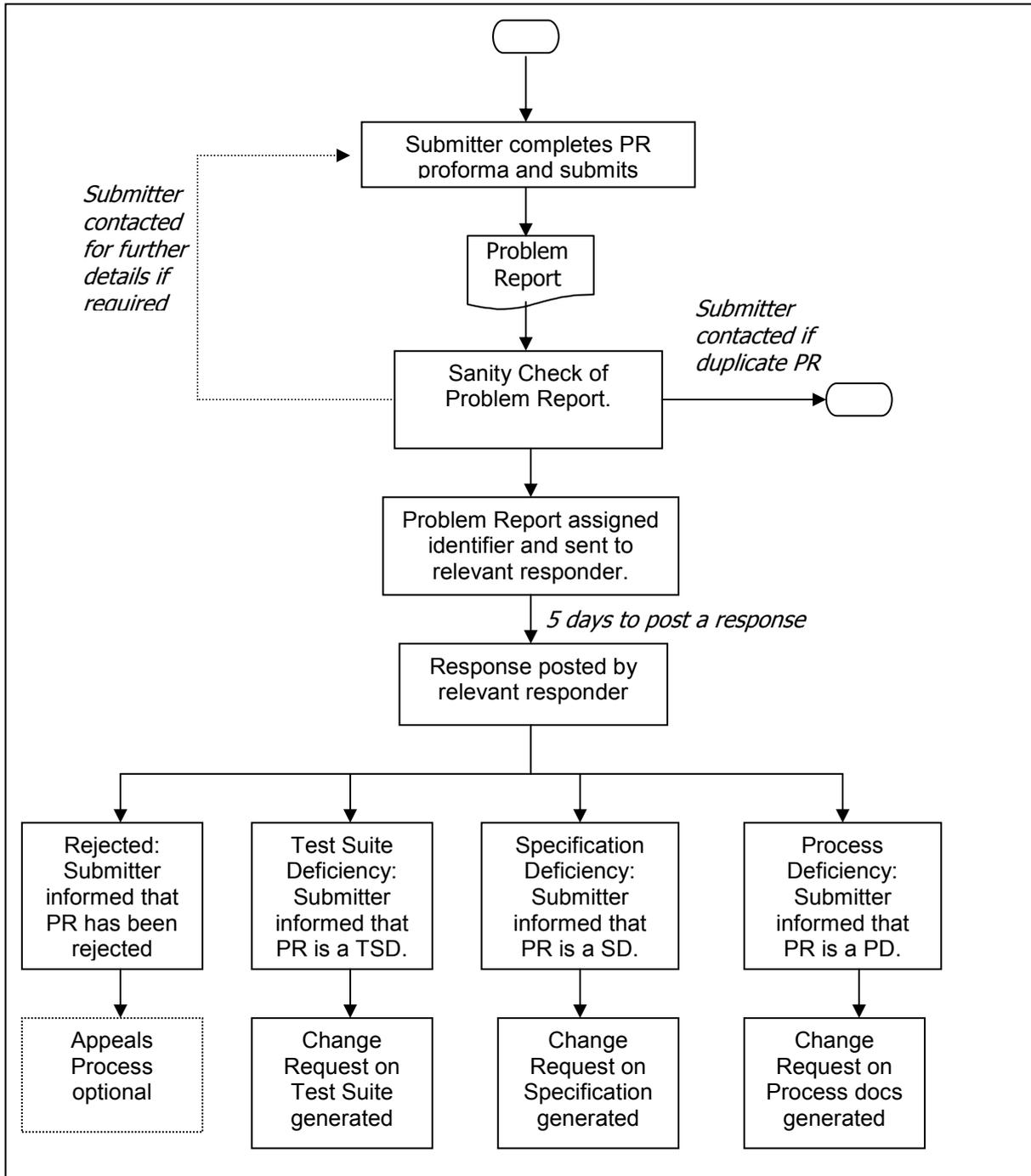This section provides an overview of the Problem reporting process:

Figure 5 Summary of Problem Report Process

3.2 Detailed description of Problem Reporting process

This section defines a process allowing companies to submit a Problem Report (PR) relating to a specification interpretation/ambiguity, a problem with the compliance process and / or a test suite issue.

The problem reporting tasks are defined as follows:

(a) **Generation of Problem Report.** The Problem Report process is an open process accessible to VoiceXML members and non-members. Only Problem Reports generated using the Problem Report proforma and submitted using the approved PR submittal mechanism will be considered.

Note(s):
- The current Problem report mechanism uses a proforma(Appendix A) submitted to a designated VoiceXML mail reflector (problemreport@voicexml.org).
- This process may be automated in the future depending on performance requirements of the Problem Reporting system.

(b) **Sanity Check of Problem Report.** Every submitted Problem Report is reviewed by the designated Problem Report handler. The Problem Report handler is an assigned resource(s) for liaising with the submitter and tracking the Problem Report through the process.

Note(s):
- Each Problem Report is reviewed for completeness, such that if mandatory fields are not completed in the PR proforma or the issue requires further detail or explanation, the submitter will be contacted for more information. If after 10 working days, the submitter cannot be contacted, the Problem Report will be rejected.
- The Problem Report Handler will determine if the PR is a duplicate of an existing PR and if so determine if the PR needs to be re-opened or informs the submitter that the PR is a duplicate and provides the status of the original PR.
- Product and Vendor information will be removed from the Problem Report by the PR Handler such that the PR will be forwarded anonymously to the next stage of the process.

(c) **Problem Report added to Web database**. The Problem Report will be assigned a unique identifier and added to the Web database. The relevant party to review the Problem Report will be contacted by the Problem Report handler.

Note(s):
- The Web database may be as simple as a text-based web page or a more complex solution.
- Problem Reports will be forwarded as follows:
  Test Suite Deficiency(TSD) - Conformance Committee and/or 3rd party Test Laboratory
  Specification Deficiency(SD) - Technical Committee.
  Process Deficiency(PD) - Conformance Committee and/or Certification Admin.

(d) **Response issued to Problem Report.** The owner of the Problem Report has 5 working days to post a response to the Problem Report. The responder must assign the Problem Report one of the following status fields:

- Specification Deficiencies (SD) - Specification Problems including ambiguous, contradictory, and non-deterministic specification issues encountered during implementation.

The Technical Committee reviews the Problem Report and determines if there is an issue with the VoiceXML specification(s). If the Technical Committee agrees that the Problem Report does define a deficiency in the VoiceXML specifications, the Problem Report is assigned the SD status. The Problem Report Handler on behalf of the Technical Committee informs the submitter that the Problem Report has been accepted. The Technical Committee will generate a Change Request on the specification to close the Problem Report.

- Test Suite Deficiencies (TSD) - Test Suite problems may include but are not limited to the following:
  - Ambiguous or non-deterministic results.
  - Differences in results or the tests designed to achieve the desired results.
  - Assumptions made by the test operator during test execution.

  The Conformance Committee will review all issues associated with the Test Suite. The Conformance Committee may request an opinion from the 3rd Party Test Laboratory on issues relating to the test environment. If the Conformance Committee agrees that the Problem Report does define a deficiency in the Test Suite, the Problem Report is assigned the TSD status. The Problem Report Handler on behalf of the Conformance Committee informs the submitter that the Problem Report has been accepted. The Conformance Committee will generate a Change Request on the Test Suite to close the Problem Report.

- Process Deficiencies (PD)- This captures any problems with the certification program and compliance process includes the documentation, administration and program infrastructure.

  The Conformance Committee will review all issues associated with the Certification Process liaising with Certification Administration where required. If the Conformance Committee agrees that the Problem Report does define a deficiency in the Certification Process, the Problem Report is assigned the PD status. The Problem Report Handler on behalf of the Conformance Committee informs the submitter that the Problem Report has been accepted. The Conformance Committee will generate a Change Request on the relevant part of the Certification Process to close the Problem Report.

- Rejected - A Problem Report can be rejected by the designated responder. The Problem Report Handler on behalf of the responder will notify the submitter that the Problem Report has been rejected and the reason for the rejection.

Note(s):
- If the responder does not provide an opinion in 5 working days, the Problem report may be assigned a Pending status for a further 10 working days. The Problem Report Handler informs the submitter that the committee requires further time to determine the correct course of action.
- If after the Pending period has expired, the responder does not provide an opinion, the PR is automatically assigned TSD, SD or PD and a Change Request will be generated by the Problem Report Handler.

(e) **Corrective Action** - Change Requests for Test Suite Deficiencies and Process Deficiencies are handled by the Conformance Committee. The Technical Committee handles change requests for Specification Deficiencies.

(f) **Appeals Process** - If a vendor is dissatisfied with a decision about a Problem Report in the certification program's processes, then the decision may be contested through the Certification Program Appeal Process. This is defined in the Certification Policy.

4 Frequently Asked Questions

Q. I'm a VoiceXML platform vendor, what steps do I have to take to certify my product?

A. Familiarize yourself with the test process defined in this document then apply for certification through the VoiceXML Forum web site.

Q. I'm a customer looking for a list of certified VoiceXML platform vendors, where can I get this information?

A. The VoiceXML Compliance Register, listing the products that have successfully met the certification criteria is displayed on the VoiceXML Forum web site.

Q. Is it a requirement that the Testing Lab must be able to install a publicly available version of the product?

A. The VoiceXML Forum visualizes the certification program as a quality gate for products based upon the VoiceXML specification. The entry criteria for the certification scheme are that the product contains functionality based upon the VoiceXML specification and that it contains necessary functionality to allow testing of the VoiceXML functionality by the 3rd party test laboratory. The product may be a prototype, pre-release or publicly available release. The VoiceXML Forum does not want to discourage vendors from launching products that are VoiceXML certified therefore will allow pre-release products to undergo testing.

Q. Are the 3rd party testing laboratory required to run all the tests manually on a released product? Any attempt at automation would likely require some custom tinkering from the platform provider.

A. It is anticipated that for piloting the Certification program manual testing will be conducted by the 3rd party test laboratory. As the Certification program matures, it is the intention to automate the testing. Any requirements on the Applicant needed to facilitate automated testing will be detailed to the Applicant when registering for certification. Applicants will be provided with the option for both manual and automated testing.

Q. I'm a testing laboratory, what do I have to do to become accredited and make platform vendors aware of my services?

A. The VoiceXML Forum will appoint 3rd party test laboratories as required. In order to become accredited you must successfully complete the Accreditation Process defined in Exhibit A of the VoiceXML Conformance Testing License Agreement.

Appendix A   VoiceXML Problem Report Proforma

Problem Report No.	XXXX
Date:	<YYYY-MM-DD>
Summary:	<Provide a one line summary of the Problem>
Detailed Description:	<Provide a detailed description of the Problem>
Associated Non-Conformity:	<Test Suite Deficiency> || <Process Deficiency> || <Specification Deficiency>
Test Suite Reference:	<Version of the Test Suite>
Test Case Reference:	<Test Case Identifier>
Specification Reference:	<Specification - {Version|Section|Page|Line}>
Process Reference:	<Process Document - {Version|Section|Page|Line} >
Additional Information/Attachments:	<Yes>||<No>
VoiceXML Responder:	<Conformance Committee> || <Technical Committee> || <Other - Specify>
VoiceXML Response:	<Formal response to Problem Report>
Status:	<New> || <TSD> || <SD> || <PD> || <REJ>
Days Open:	<##>
Date Resolved:	<YYYY-MM-DD>
Submitter's Details	
Company Name:	
Contact Name:	
Contact E-mail address:	
Contact Telephone:	
Device relating to Problem Report:	

Notes on submitting a Problem Report:
- The submitter should only complete the areas of the proforma that are **not** grayed out. The grayed out areas will be completed in response to the Problem Report.
- The submitter's details will be removed by the Problem Report Handler to maintain confidentiality of the issue.
- The Problem Report Handler will assign a Problem Report number.
- The submitter should provide a one-line summary of the issue and a more detailed description of the issue.
- The submitter should classify the issue as a TSD, SD or PD and provide reference to the document or test case relating to the issue described by the problem report.
- If the submitter wishes to provide additional information, they should indicate that information has been submitted with the Problem Report, and include the additional information as an e-mail attachment. The Problem Report Handler will keep all vendor-specific information confidential.