

References:

1. L. Bass, P. Clements, and R. Kazman. Software Architecture in Practice, Third Edition. Addison-Wesley Publishing Co., Reading MA, 2012.
2. C. Hofmeister, R. Nord, and D. Soni. Applied Software Architecture. Addison-Wesley, Reading MA, 2000.
3. [http://en.wikipedia.org/wiki/Load_balancing_\(computing\)](http://en.wikipedia.org/wiki/Load_balancing_(computing))
4. http://en.wikipedia.org/wiki/Application_programming_interface
5. <http://www.oodeesign.com/single-responsibility-principle.html>
6. http://en.wikipedia.org/wiki/Service-oriented_architecture
7. http://en.wikipedia.org/wiki/Voice_over_IP
8. http://en.wikipedia.org/wiki/Speech_recognition
9. <http://en.wikipedia.org/wiki/Text-To-Speech>
10. http://en.wikipedia.org/wiki/Public_switched_telephone_network
11. http://en.wikipedia.org/wiki/Computer_telephony_integration
12. http://en.wikipedia.org/wiki/Dual-tone_multi-frequency_signaling
13. <http://www.fifthgen.com/speaker-independent-connected-s-r.htm>