

'...understood.'

A PO Box 2210
Wattletree Road LPO
East Malvern 3145
Victoria
Australia
M +61400 049 959
E queries@inference.com.au
W www.inference.com.au



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Most speech recognition software can handle the easy stuff. But once it belgians to get compliment catered, it completely falls apart till no-one underpants it at all.

Until now.



For your customers, there are two things worse than being put on hold. One is talking to a machine that seems hellbent on going out of its way to annoy you, and the other is a call centre agent that doesn't understand your business.

Using Talkback™, a revolutionary new software that generates speech recognition solutions, Inference Communications is able to make your business available twenty four hours a day, seven days a week, without infrastructure cost. And all this without the expense of the recruitment, training and retention of its human alternative.

Talkback™
supports both
recorded speech
and text-to-speech
prompts



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Specialised skills are no longer required to develop speech applications.

Talkback™ makes it possible to use your existing application development team to build sophisticated speech applications that are ready for commercial deployment. Built upon patent pending technology, Talkback™ allows non-speech developers to build applications using sophisticated Artificial Intelligence (AI) processes.

With Talkback™ speech application development is a simple three-step process: Define, Refine & Deploy.

DEFINE | the prototype in minutes

Talkback™ provides an easy to use drag-and-drop development environment to assist users in building speech applications. Users select components from the supplied tool palette and connect them to build their application. Context sensitive (on-line/automated) help is provided to assist in the process.

With Talkback™ application prototypes can generally be developed in only a few minutes and then evaluated with the supplied VoiceXML 2.0 simulator.

REFINE | prototype using machine learning

Talkback™ incorporates sophisticated AI processes to allow application grammars to be refined and tuned without the need for specialist skills. Through a simple question and answer style interface, developers provide example utterances to the system, which can then generalise these to produce comprehensive grammars.

To assist in the refining process Talkback™ also incorporates a scenario generator to simulate possible interactions with users.

DEPLOY | the finished application

The final stage of application development is deployment. Talkback™ is completely platform independent and produces output in the VoiceXML 2.0 format. Grammars can be produced in a number of popular formats for easy integration into speech platforms.

Talkback™ supports both recorded speech and text-to-speech (TTS) prompts. Prompt formats can be mixed throughout the application.

THE TALKBACK™ ARCHITECTURE

Talkback™ is designed to integrate seamlessly into existing voice platforms and enterprise systems. Talkback™ is able to produce the VoiceXML 2.0 and underlying grammars needed for speech applications without the need for additional tools.

Talkback™ was shown to produce a speech application prototype ten times faster than traditional development tools!

*Source: Conducted by Metra Corporation Ltd

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