

IVR Resources

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Contents

1	Introduction	5
2	Technology	7
2.1	Digitized Voice	7
2.1.1	Formats and Translators	7
2.2	Text-to-Speech	7
2.3	Speech Recognition	7
3	Applications	9
3.1	Voice Mail	9
3.2	ACD	9
3.3	IVR	9
4	Products	11
4.1	Companies	11
4.1.1	ATT	11
4.1.2	Octel	11
4.1.3	Dialogic	11

Chapter 1

Introduction

The purpose of this document is to be a repository of pointers to Interactive Voice Response concepts.

Chapter 2

Technology

This chapter lists various pointers to IVR related technologies.

2.1 Digitized Voice

2.1.1 Formats and Translators

- Specifications for the Network Voice Protocol (NVP) RFC 741
<http://andrew2/andrew/cmu.edu/rfc/rfc741.html>

2.2 Text-to-Speech

2.3 Speech Recognition

Chapter 3

Applications

3.1 Voice Mail

3.2 ACD

3.3 IVR

Chapter 4

Products

4.1 Companies

4.1.1 ATT

The AT&T Advanced Speech Products Group offers speech technology platforms that can be integrated with many third-party applications to provide speech-enabled products and services which meet the needs of a broad range of customers. The AT&T WATSON Advanced Speech Applications Platform (ASAP) offers you access to many years of AT&T Bell Laboratories research in speech technology and can be directly integrated with third party applications to provide easy communications between humans and machines.

<http://www.att.com/aspg/>

4.1.2 Octel

Octel Communications Corporation is the world's largest provider of voice messaging products and services used by small and medium businesses, large international corporations, telephone companies and cellular service providers in more than 40 countries. Octel allows users to communicate more effectively by providing easy access to voice, data and fax message via the telephone.

<http://www.octel.com/PS/index.html>

4.1.3 Dialogic

<http://www.dialogic.com>