

Sophisticated Services

- Going beyond the PBX
- Contact center, ACD, CTI
- Conferencing
- Outbound Campaign management
 - Predictive Dialing
- IVR
 - Speech recognition, voice recognition, TTS

What is VXML?

- VXML = “Voice XML”
- An XML specification for speech-recognizing IVR applications
- A web-programming model for speech application programming
- Used by:
 - GM's OnStar Virtual Advisor
 - AT&T's toll-free directory assistance
 - Verizon's Voice Gear
 - E-Trade's automated telephone trading

What is OpenVXI?

- An open-source, GPL'd implementation of a VXML interpreter without telephony
- Originally written by ScanSoft, copyright now held by Vocalocity
- Several commercial VXML implementations are based on OpenVXI
- Until Voiceglue, no free or open-source implementation existed that integrated OpenVXI with telephony

What is Voiceglue?

- First free, open-source integration of OpenVXI with telephony
- Uses Asterisk for telephony
- Uses Festival for text-to-speech
- Supports VXML 2.0 standard and 2.1 extensions
- Currently only supports LumenVox speech recognizer, not free or open-source, but a high-value speech recognition engine
- www.voiceglue.org

Voiceglue Architecture

