VoiceObjects

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VoiceObjects Product Information



Integration with Inference's IGT

Featuring natural language understanding of highly sophisticated telephone services

The seamless integration of the Inference Grammar Trainer (IGT) into the VoiceObjects platform simplifies the creation of voice applications. This integration allows for the automatic incorporation of natural language grammars that reflect individual manners of speaking, pronunciation, words and phraseologies into any speech solution.

Product Summary

- Seamless integration with IGT
- Unique grammar training approach based on Artificial Intelligence
- Automatic generation of natural language applications
- Reduced development and maintenance time

Voice application management integrates industry leading grammar training approach

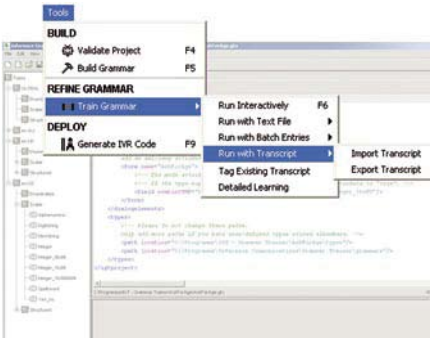
The VoiceObjects platform provides customers an open and flexible infrastructure to efficiently manage the whole life cycle of voice applications. Following the best-of-breed strategy, the partnership with Inference Communications provides substantial value to customers using VoiceObjects 6. The integration with IGT will be beneficial for application developers in a number of ways, and particularly for those creating natural language applications containing complex mixed-initiative grammars. The unique grammar training approach reduces development time, increases recognition quality and strengthens the grammar development tasks within the whole life cycle context of voice application management.

Clear Benefits Natural language understanding made easier

The seamless integration with IGT provides the option of implementing 'natural language' applications in the same time it has traditionally taken to develop directed dialog solutions.

Intelligent learning The use of a "learning from examples" approach to grammar training allows for rapid grammar development without the need for specialist skills. IGT learns grammar across multiple dialogue states.

Reduced development time Initial grammar development parameters are provided directly by the VoiceObjects platform. The provision of these parameters, together with the IGT grammar training approach of learning by examples and the use of low level grammars from IGT libraries results in the development time of complex grammars being dramatically reduced.



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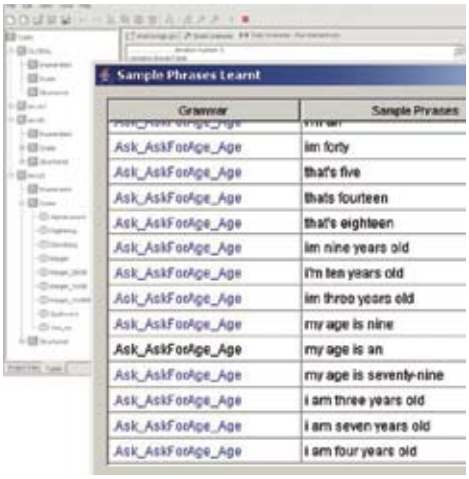
Seamless integration with IGT

Using the server-based Phone Application Server, VoiceObjects 6 enterprises are able to easily create, deploy and efficiently manage highly sophisticated telephone services. The integration with 'Inference Grammar Trainer' (IGT) enables VoiceObjects customers to use a revolutionary new method for the development of grammars for speech recognition applications, significantly reducing both application development and maintenance time while also removing the requirement for specialized speech recognition development skills.

The product is based on break-though learning-by-example artificial intelligence technology. Application developers simply provide the Inference Grammar Trainer with examples of natural language utterances and the tool automatically generates highly sophisticated and accurate natural language grammars. This ability increases the range and sophistication of Consumer-to-Business and Business-to-Business transactions that might be speech enabled.

The grammars can be updated very easily by providing examples of any new utterances that need to be included in the application.

Grammars created with IGT seamlessly integrate into the voice applications managed and deployed by the VoiceObjects platform ensuring full voice application life cycle management as well as reliable and scalable operations.



VoiceObjects

VoiceObjects is the phone application server company. VoiceObjects works with carriers and enterprises around the world to deliver a personalized customer service experience to more than 500 million callers every year. VoiceObjects Server, the company's flagship product, supports phone-based applications at more than fifty leading companies, including Adobe, T-Mobile and Volkswagen Financial Services. For more information, please visit www.VoiceObjects.com.

Corporate Headquarters:

VoiceObjects Inc.
1875 South Grant Street, Suite 720
San Mateo CA 94402
Phone: (650) 288-0299
Fax: (650) 525-9414

Regional Offices:

Germany

Friedrich-Ebert-Strasse
51429 Bergisch Gladbach
Phone: +49 (2204) 845-100
Fax: +49 (2204) 845-101

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