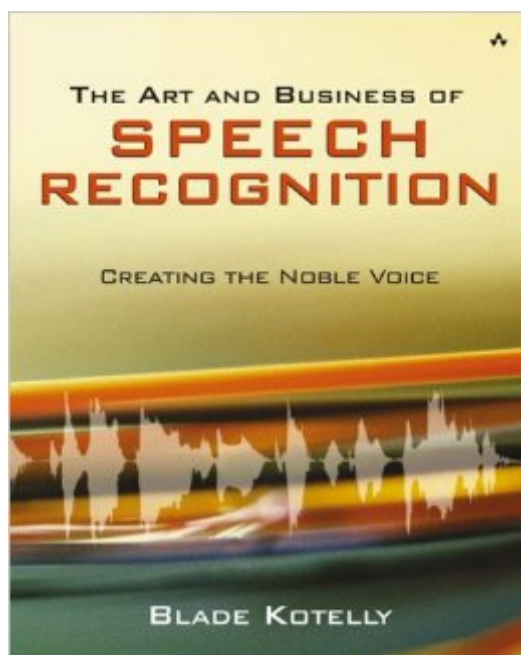


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# The Art And Business Of Speech Recognition: Creating The Noble Voice



## Synopsis

A concise overview of the growing field of speech recognition systems, from one of its experts. The text explains how voice user interfaces differ from traditional computer user interfaces, and how they are better than touch-tone systems.

## Book Information

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## Customer Reviews

Speech recognition as a commercial product is still very new. In 1988, when I was first involved with it, the state of the art did not involve real time capability. You had to record the utterance and then analyse it with a computer. Typically, you also had to train the software with the speaker beforehand. Now, we have commercially available real time, speaker independent products. Some of the largest companies, like United Airlines and ATT, have deployed these, to try and reduce call centre costs, and to improve the user's experience when dialling into such a place. Are you considering installing such software? Of course, you can talk to the vendors. But where can you get objective advice? One possibility is to ask researchers in the field. But they can easily and inadvertently drown you in jargon, especially if you do not have a technical background. This book attempts to fill that need. You do not need a degree in computer science or maths to understand it. The book does not explain how speech recognition works. Rather the emphasis is at a higher level: Using it in your workplace. The author gives many lucid examples of this. Basically, he outlines a commonsensical approach that can be understood by anybody. He explains how not to overburden the user with long utterances full of information, but to take advantage of the context of

the conversation to omit unnecessary details. He emphasises thorough testing, with a disciplined scaling up to a real life deployment in a call centre. Something that may well have been omitted in other deployments, leading to users gnashing their teeth in frustration at an obtuse dialog, or at busy phone lines.

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