

InfoTalk-Recognizer 9.0

*Multi-lingual Conversational Speech Recognition Engine –
A Natural Interface for Boundless Communications*



What is InfoTalk-Recognizer 9.0 ?

InfoTalk-Recognizer 9.0, an award-winning conversational speech recognition engine developed by InfoTalk Corporation, is a powerful tool that helps businesses deliver more personalized and more customized service on demand. While businesses reap the benefits of cost-savings and new revenues, satisfied and loyal customers enjoy convenient, customized services that are easy to use.

By using the most natural form of communication - the human voice, the enhanced high-performance voice-enabled applications powered by InfoTalk-Recognizer 9.0 ensure remarkable accuracy and flexibility - via any telephony network and in any environment, even under noisy conditions and through mobile networks.

Enhanced ability to recognize noise and accents among noisy backgrounds and on wireless platforms and mixed language conversational speech are just some of the powerful features found in InfoTalk-Recognizer 9.0. Thanks to our user-friendly interfaces and scalable architecture, integrating InfoTalk-Recognizer 9.0 into existing voice-enabled systems is also fast, easy and cost-effective.

Advanced grammar development and sophisticated voice data indexing technologies, as well as new grammar tools are key capabilities that help developers to deploy user-friendly solutions that are compliant with most technical infrastructures including VoiceXML.

Users can navigate and jump through call menus easily to reach the service needed. Even more importantly, they can speak as in a natural conversation, even mixing languages (such as English and Putonghua) in a single phrase and speaking continuously, being confident that they will be clearly and accurately understood.

InfoTalk-Recognizer 9.0 can be used in a wide range of commercial and industrial applications. From personalized banking services, flight information and reservation systems to directory services and call centers, customers can communicate and do business from any local or mobile phone.

Whether you are an enterprise or a service provider, or simply are a customer yourself, rediscover the power of voice with InfoTalk-Recognizer 9.0!

Product Features and Benefits

Outstanding Accuracy

- **Noise & Accent Tolerance** – InfoTalk-Recognizer 9.0 can perform accurate speech recognition with high tolerance for background noise and diversity of accents.

Speaker-Friendliness

- **Multiple & Mixed Language Recognition** – InfoTalk-Recognizer 9.0 caters to a range of languages and dialects that are commonly used in Asia Pacific, including Cantonese, English, Korean, Mandarin and Min-nan, and flexibly handles the accent variations. Users can also speak naturally, in order of their preference in mixed languages like “我想聽我的 e-mail”.
- **Keyword Barge-in** – Experienced users can conveniently navigate the call flow and jump to the service required via interruption of the system by saying a keyword representing that service, irrespective of noisy backgrounds. For instance, “e-mails” can be understood as a keyword for you to instantly retrieve emails.
- **Continuous Speech** – InfoTalk-Recognizer 9.0 understands continuous and natural speech through any communication device.

Rapid Application Deployment

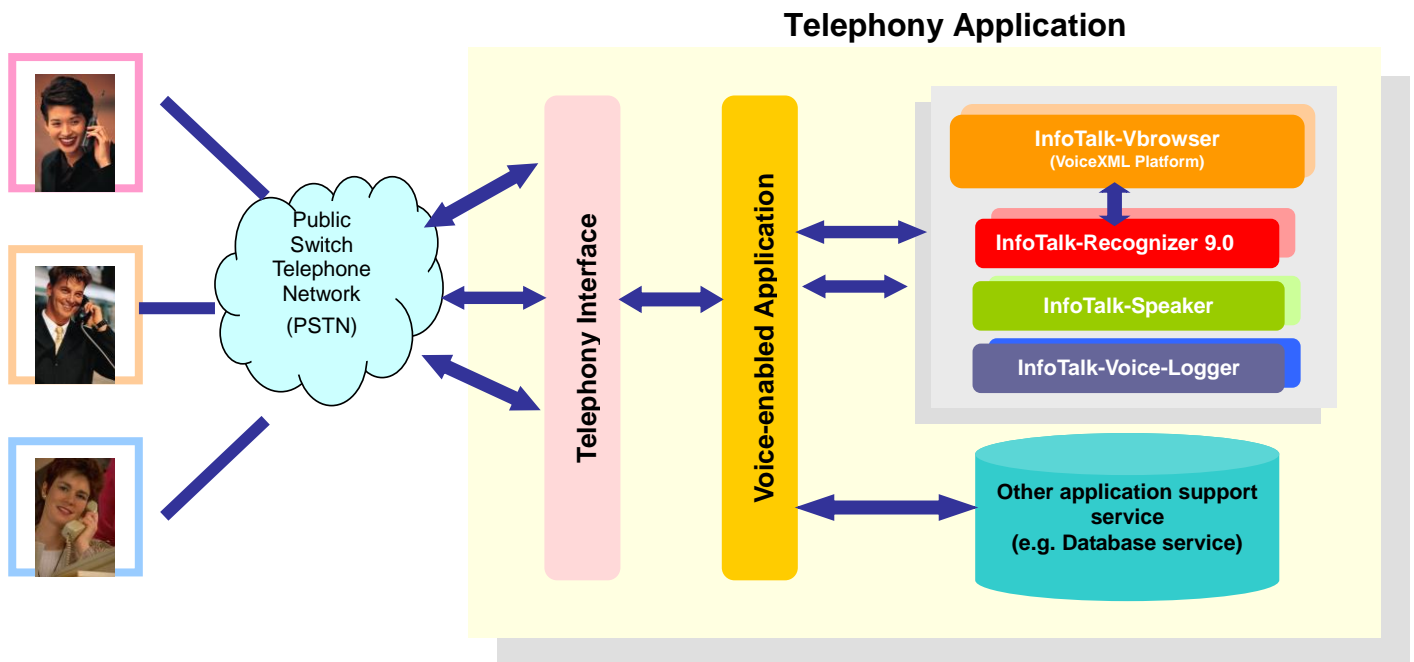
- **Advanced Grammar Development Tool** – Applications and grammars can be easily updated with development tools that offer a user-friendly graphical user interface. Typically, users can use the tools to develop grammars with less than 10 minutes of training.
- **Dynamic Grammar** – InfoTalk-Recognizer 9.0 enables grammar input simply by voice. For instance, users can create a personal address book simply by saying the names and phone numbers, or edit a stock name in his or her own portfolio.
- **Automatic Grammar Update** – Grammar files are automatically saved to memory at regular intervals, thus changes in grammars will not affect normal system operation.
- **VoiceXML Compliance** – InfoTalk-Recognizer 9.0 fully supports VoiceXML standard, enabling enterprises to develop voice-enabled applications based on the existing investments in the web infrastructure.
- **MRCP Compliance** – Infotalk-Recognizer 9.0 fully supports MRCP standards, providing an open standard integration capability with Third Party IVR platforms.

Performance & Efficiency

- **OAM System** – InfoTalk-Recognizer 9.0 offers a user-friendly and scalable operation, administration and management tool that allows developers efficiently manage and monitor the applications.

System Architecture

InfoTalk-Recognizer 9.0 is optimized in a multi-threaded architecture to make the most efficient use of the parallel CPU processing capabilities of multi-processor systems.



Telephony voice-enabled application with InfoTalk Conversational Speech Understanding (CSU) Technologies

Applications

Telecommunications & Internet Service Providers	Enterprises
<ul style="list-style-type: none"> Yellow pages Country code or province code directory Personalized information systems Browser services Voice-enabled unified messaging service (UMS) Voice portals 	<ul style="list-style-type: none"> Customer contact Order management Post-sales support Auto-attendant
Banking <ul style="list-style-type: none"> Products promotion Personalized account services 	Public Utilities <ul style="list-style-type: none"> Customer hotline News & campaigns
Transportation <ul style="list-style-type: none"> Flight, train, bus, ferry schedules Seat confirmation Route & fare information 	Legal Services <ul style="list-style-type: none"> Appointments Service & fee description Lawyer profiles
Tourism <ul style="list-style-type: none"> Tourist hotline Tour recommendations 	Education <ul style="list-style-type: none"> Courses Schedules, places & fees News, special events, competitions & campaigns Teacher profiles Teaching tips & exchanges
Government <ul style="list-style-type: none"> Department listings Forms & regulations request Survey hotline 	Media & Arts <ul style="list-style-type: none"> Special events Program highlights Program timetables Artist profiles & news

System Requirements

Hardware requirements of a voice-enabled system largely vary depending on applications and system requirements. In general, the following system configuration is recommended for commercial deployments:

Telephony interface	Telephony interface boards from open-platform vendors
Operating system	Windows Server 2012, 2008 or 2003, Windows 8, 7 and Linux
Industry standard hardware & platforms	Workstations or servers with microprocessors based on Intel Pentium, Intel Xeon, Intel Core series or AMD equivalent series
Telephony network	Various telephony networks in landline, wireless & IP-telephony network
RAM	8 GB or above
Hard disk space	300 MB or more

Hotline

For additional product information, please contact us on the numbers below:

Hong Kong

Tel: (852) 2190 9600
Fax: (852) 2788 2306

North China

Tel: (86-10) 6870 0070
Fax: (86-10) 6870 1080

South China

Tel: (86-755) 8398 6234
Fax: (86-755) 8398 6247

www.infotalkcorp.com

Email: info@infotalkcorp.com

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