

InfoTalk-Speaker

What is InfoTalk-Speaker?

Based on state-of-the-art voice technologies from InfoTalk, **InfoTalk-Speaker** is the highest quality multi-lingual text-to-speech (TTS) engine in the market today. It speaks out computer and on-line texts into a natural, rhythmical and pleasant voice, with a quality far superior to any of the me-mechanical sounds of legacy technologies.

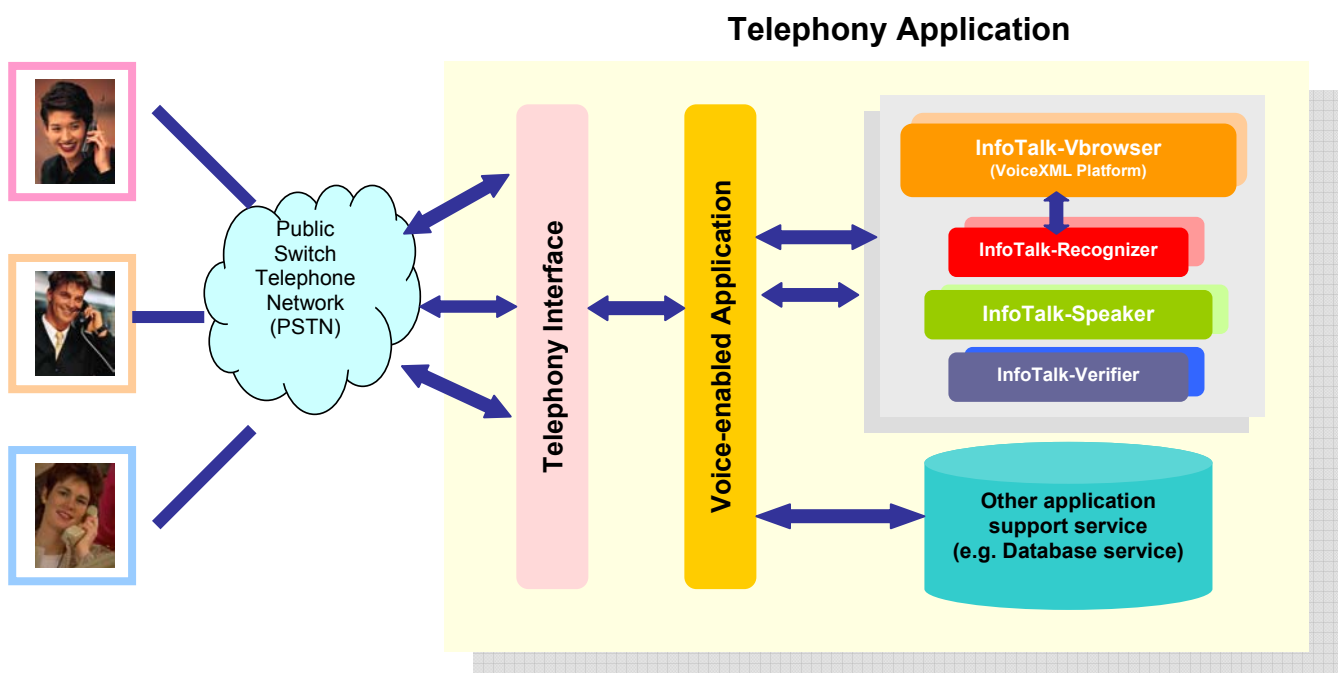
InfoTalk-Speaker completely revolutionizes the voice application horizon. There is no longer the need to ask a human agent to create voice recordings repeatedly, which is cumbersome, unreliable and non-practical. Instead, InfoTalk-Speaker automatically scans computer and on-line texts and speaks in a natural voice.

The computer and on-line texts can be updated and generated as frequently as the application requires. For example, by using InfoTalk-Speaker, an Internet or Unified Messaging Service (UMS) Provider can offer high quality email reading solution for their customers over the phone. Enterprises and service providers can also deliver instant information and new value-added applications. Using InfoTalk-Speaker, companies not only retain existing customers, but also attract new customers with innovative services.

System Architecture

InfoTalk-Speaker can be integrated easily with all Interactive Voice Response (IVR) platform and applications. A set of application programming interface (API) functions is provided for application developers to develop TTS and IVR applications.

To facilitate rapid application development and deployment, InfoTalk-Speaker is seamlessly integrated with our suite of InfoTalk conversational speech understanding (CSU) technologies, resulting in a highly scalable voice application architecture. This flexible and scalable architecture supports large-scale deployments that handle millions of simultaneous calls.



Telephony voice-enabled application with InfoTalk CSU Technologies

Applications

InfoTalk-Speaker's user-friendly and natural voice output facilitates the rapid deployment of telephony and embedded solutions. Application areas include, but not limited to:

Carrier and Enterprise Telephony Solutions	Internet and Embedded Solutions
<ul style="list-style-type: none"> → Stock commentary → Horse racing information and commentary → CRM solutions → Dynamic information retrieval 	<ul style="list-style-type: none"> → Email reader → News update → Voice portals

Customer Benefits

Enhanced Customer Satisfaction	InfoTalk-Speaker translates computer and on-line texts into a highly natural voice. The friendly and instant voice output enables companies to provide high quality and value-added services, which are important for attracting and retaining customers.
Easy and Rapid Deployment	InfoTalk-Speaker eliminates cumbersome traditional recording procedures, thus shortening the development cycle while keeping information up-to-date all the time.
Efficient and Cost-Effective Operation	InfoTalk-Speaker transforms information from source text into natural speech. This saves the extensive workload in ongoing message recordings required by traditional IVR systems, thus significantly lowering the cost of operating a dynamic system.
Scalable Architecture	InfoTalk-Speaker is well integrated with InfoTalk's complete suite of conversational speech understanding technologies, resulting in a robust and scalable voice application platform. This industry-proven architecture ensures the most efficient workload distribution for different applications.

Product Features

→ Natural, fluent and conversational voice output with pleasant temperament	→ Emphasis, intonation and syllable dragging treatment	→ Customizable user term dictionary
→ Rhythm with meaningful phrase grouping	→ Pronunciation treatment of special English terms or names	→ User Rule Library for non-standard words and abbreviations
→ Part-of-speech analysis	→ Mixed language capability	→ Client-server or standalone (non-client-server) architecture
→ Tagging treatment of words with multiple phonetics	→ Various languages used in Asia, the Americas and Europe available	→ Different output formats like a-law and μ -law

Performance

	Dynamic TTS applications based on InfoTalk-Speaker	Traditional IVR applications using voice recording
Voice quality	High	High
Applications	Flexible and scalable	Fixed for each application
Development cycle	Rapid	Slow
Possibility of fault	None	High
Maintenance labor	None	High

Hardware Requirements

Hardware requirements vary depending on applications and system requirements. In general, the following system configuration is recommended for commercial deployments:

Output interface	Telephony interface boards or sound cards from open-platform vendors
Operation system	Windows 2000 (Professional or Server), Windows NT 4.0 (Workstation or Server) or Unix
Hardware & platforms	Industrial PC systems or workstations and servers with Intel-based microprocessors
Telephony network	Any telephony networks including landline, wireless & IP-telephony networks
RAM	512 MB or above
Hard disk space	600 MB or above

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