

## InfoTalk-Vbrowser 3.0

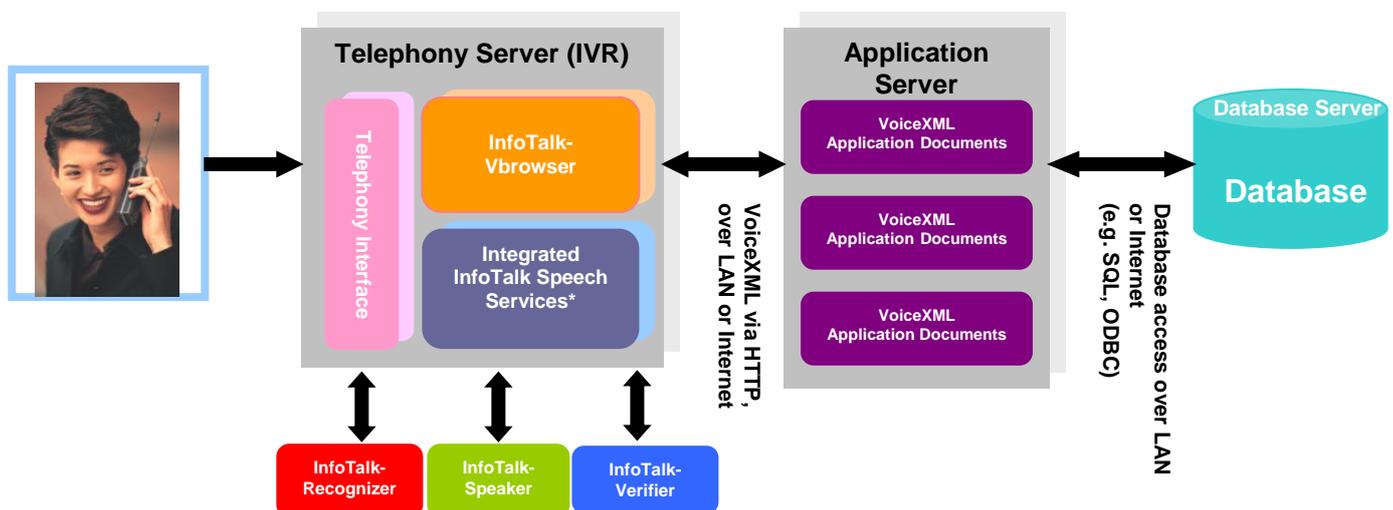
**What is InfoTalk-Vbrowser?** VoiceXML is a technology for accelerating and expanding the reach of Internet through voice-enabled services. Based on the World Wide Web Consortium's industrial-standard eXtensible Markup Language (XML), VoiceXML is designed to describe the verbal interaction in voice-enabled applications that access web-based Internet and intranet content and services. VoiceXML technology allows enterprises and developers to leverage the existing investment in web technology to build voice-enabled Interactive Voice Response (IVR) applications.

**InfoTalk-Vbrowser** is a VoiceXML interpreter that fully integrates with InfoTalk's complete suite of speech understanding technology products, InfoTalk RSVP. The integrated software provides advanced graphical Asian grammar development tools, and an OAM tool for administering and monitoring resources.

Supporting the open and common VoiceXML standard, InfoTalk-Vbrowser enables service providers to rapidly deploy services for browsing Internet and enterprise information and performing transaction with the voice-enabled applications.

### System Architecture

InfoTalk-Vbrowser is hosted at the telephony server (IVR), seamlessly integrated with InfoTalk's suite of speech understanding technology products that include InfoTalk-Recognizer, InfoTalk-Speaker and InfoTalk-Verifier. As the system architecture is highly modular and flexible, a VoiceXML system can be built with the various system components, running on multiple computer servers or the same computer server as necessary. For a standalone IVR system, the business logic can be implemented in static VoiceXML documents. For a web-based architecture, the business logic can reside in a separate application server and generate the VoiceXML documents dynamically. This allows the application server to reuse any existing J2EE-based components for handling transactions and backend integrations.



\* Integrated InfoTalk Speech Services are implemented in C/C++ API in .dll format.

*Flexible VoiceXML-based IVR Implementation*

## Customer Benefits

<b>Wider revenue stream</b>	Extending the reach of Internet to the telephone, VoiceXML enriches the content of voice-enabled applications that are originally impossible, bringing in new revenue streams from applications that meet the needs of customers.
<b>Significant cost savings</b>	VoiceXML creates a technology platform that can leverage on the existing web infrastructure, helping developers and enterprises build voice-enabled solutions at a lower cost when compared to the traditional voice-enabled application.
<b>Short deployment cycle</b>	As an open and common standard based on the widely adopted eXtensible Markup Language (XML), VoiceXML is easily learned by application developers, enabling a faster development process.
<b>Easy maintenance effort</b>	InfoTalk-Vbrowser allows online modification of the applications. As a result, the system will not be interrupted for service upgrades.

## Product Features

- Full support of VoiceXML 2.0 specification
- Seamless integration with InfoTalk's full suite of speech products - InfoTalk RSVP
- Mixed and multiple language capability with Asian character sets
- Natural language processing with large vocabulary base
- Normal and hotword barge-in
- Internal and external grammar handling
- Support of XML grammar
- Text-to-Speech (TTS) speech volume control
- Definition of pronunciations of words in TTS generation on user dictionaries
- Outbound Server for dial-out operations, supporting TCP and SOAP client application interfaces
- Pre-recorded message output on both a-law and  $\mu$ -law formats, and TrueSpeech wave format
- Support of Javascript and HTTP cookies
- Support of telephony channel based cookies
- Support of HTTPS/SSL protocol
- Support of database access, email and call transfer handlings
- Support of both local disk and web server VoiceXML applications
- Spoken message recording
- Browsing of different voice sites over internet on one single phone call
- Multiple call transfer without hanging up the phone
- User-friendly icon based VoiceXML callflow development tool, InfoTalk-VStudio

## System Requirements

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

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

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