



## The Art and Business of Speech Recognition: Creating the Noble Voice

By Kotelly, Blade

Addison-Wesley Professional, 2003. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Preface. I. THE BACKGROUND. 1. On Telephones, Touchtones, and Business Needs. Speech Recognition versus Touchtone Functionality. Problems with Touchtone, and a Speech Recognition Remedy. What Kinds of Companies Are Using Speech Recognition? Why Are Companies Using It? Speech-Recognition Applications: A Typical Example. Where We've Been-Where We're Going. 2. Technology Primer: About Speech Recognizers. What the Recognizer Hears (and the Need for Confirmation) When the Recognizer Listens. Why Designing a Speech-Recognition Application Is Challenging. Where We've Been-Where We're Going. 3. The Psychology of How People Interact with Speech-Recognition Systems. Social-Psychological Research Ask "Dr." Blade. Where We've Been-Where We're Going. II. THE PROCESS OF DESIGNING SPEECH-RECOGNITION SYSTEMS. 4. Research. Clients' Objectives. Callers' Objectives and Needs. Aspects of Research. Assembling a Requirements Specification. Anticipating Change. Where We've Been-Where We're Going. 5. Developing the Design. Conceptualizing and Brainstorming. Congruence of Style. Defining the Call Flow. Vision Clips/Sample Calls. The Design Specification-Conveying the Details of the Design. Constructing a Design Specification. Following Through on the Initial Design Phase. Where We've Been-Where We're Going. 6. Writing Effective Prompts. The Language of Asking Questions. The Art of Writing Perfect Prompts. Writing...

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