

INBOUND CALLING AGENT

WEEKLY REPORT-12

Studied Named Entity Recognition (NER) and its role in extracting key information from unstructured university admission queries. Reviewed dataset requirements for token-level annotation and explored major NER approaches, including rule-based, machine learning, deep learning, and transformer-based methods. Also examined why transformer models such as XLM-RoBERTa deliver superior performance for noisy, code-mixed Roman Urdu data.

Enhanced my TTS module by addressing the constraints of Google TTS and transitioning to OpenAI's TTS solution. Worked on improving speech naturalness and accent accuracy, and explored alternative TTS engines including ElevenLabs and Coqui to achieve higher-quality results