

PROGRAM PROPOSAL

Proposed Program Name: Voice, Voice Metadata, and Voice API Program
Sponsoring Member: Cloud9 Technologies LLC
Initial PMC Lead: Leo Papadopoulos(CTO) – Cloud9 Technologies LLC
Proposed Scope: The Program’s purpose is to enable financial services firms and vendors to participate in collaborative open source development related to voice technologies, voice metadata, voice APIs, and workflow enablement between voice systems and other systems that financial services firms use to conduct business.

The following examples are provided for clarity as to the purpose of this working group. It is expected that the work will span areas such as, but not limited to, the following:

1. Voice interoperability between systems: Allowing one voice communication system or network to connect and communicate with another.
2. Voice metadata standardization: Agreed upon format for all systems to provide metadata in a consistent agreed upon format.
3. Application Program Interfaces allowing voice systems to send call events and receive call commands from another system. Such an interface could enable features such as CRM, click-to-call, or screen pops in trading systems.
4. Transcription services and other voice transcription enabled applications such as voice commands and biometric authentication.
5. Call logging services: Systems used to store and search call metadata.
6. Call data analytics: Systems used to extract information from metadata and voice transcriptions.
7. Call recording: Capture of single or multichannel audio for regulatory compliance.

Program Operations Policy: **Standard:** ☒
Amended: ☐ (please provide redlined POP with this proposal)

Initial Projects and/or Working Groups:

Name	Scope	Initial Roster
Call Metadata Standardization Group	The group will define and agreed upon format for call metadata. This includes call details, voice recordings, and transcribed voice. The goal being that consumers can design to one interface and always be able to consume data from any voice provider.	Leo Papadopoulos (Project Lead) William Soler (Technical Lead)