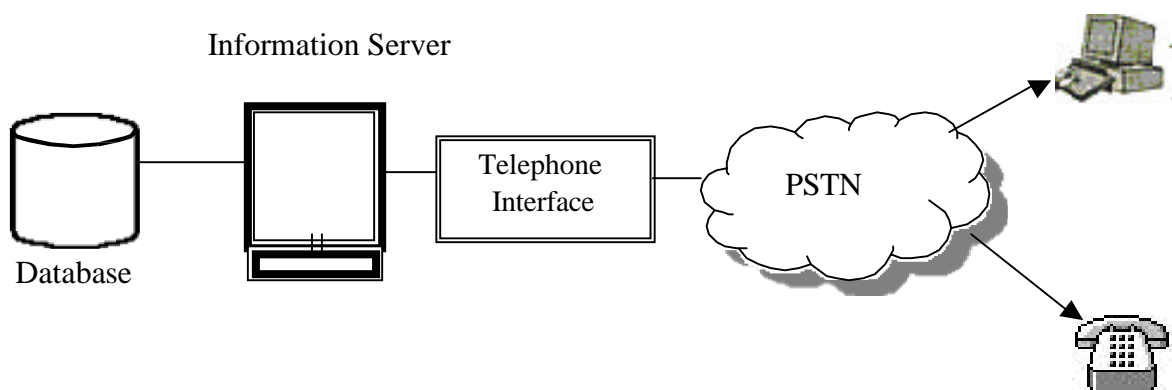**VOICE ENABLED WEB**

OVERVIEW :

With the wide spread usage of the Internet, accessing information through the World Wide Web (or, the web) services has become very popular and many innovative applications such as e-commerce, work flow automation, supply chain management are becoming a common place. The access to the web is generally through a PC and a modem. This mode of access calls for a web server in which the information is stored coded in HTML or XML.

Speech being the most natural and convenient way of communication, accessing information from computing through speech is gaining lot of practical importance in recent years.

ICS developed the Technology Components to provide information services through speech, through a project " Voice Enabled Web" sponsored by Dept of Scientific & Industrial Research Govt. of India   under PATSER Scheme. These Technology Components are:

(i)   Multi – lingual content web development (in Indian language).

(ii)   Text to speech conversion in Telugu & Hindi.

(iii)   Voice XML based content retrieval from / Internet / Intranet / Servers.

(iv)   Voice – interaction between users & computers thorough speech.

(v)   Interactive voice response systems for vertical market segments (Educational Institution Tell-com operators, service etc).

APPLICATION PANORAMA:

Information Server

Database

Telephone Interface

PSTN

Project sponsored by DSIR

ICS will provide complete end-to-end solutions for voice–enabling of information services by.

(i)   Supplying the Telephone Interface hardware.

(ii) Developing the content for information services as per the customer needs (including the database applications).

(iii) Supplying the Text to speech conversion software in the required languages (Presently English, Hindi & Telugu).

(iv) Customising the application as per the client requirements.

TYPICAL APPLICATIONS:

(i)   Education Field: Provide up-to-date student performance reports, announcement of results.

(ii) Service Operators: To provide product information through Telephones, through Fax – on-Demand, conducts Tele-Marketing, Tele-Surveys etc.

(iii) Internet Service Provides: To Provide web content through Telephones, To access e-mail through telephones.

(iv) Telecom Service Providers: Changed Number announcement, Automatic Complaint Bbooking etc.

(v)   Transportation Agencies: To announce departure / arrival information, Reservation status, etc.

NOTE: The specifications can be changed without notice due to Technological advances

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