

Stratagy[®] ES Messaging Voice Processing Sales Bulletin

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Announcing Stratagy ES Automatic Speech Recognition/Automated Attendant Feature

We are proud to announce the release of our newest Feature Group for the Stratagy Enterprise Server (ES) called Automatic Speech Recognition/Automated Attendant (ASR AA). With the release of this new Feature Group, the MVP Application Suite offers a speech enabled Auto Attendant so that callers that access Stratagy ES can:

- speak a user's name to reach an extension
- speak a command to log in to his/her mailbox
- **Note** The system can be programmed for several variations of "login." For example, mailbox login, mailbox logon, user login, user logon, access mailbox.
- say "send message" or "quick message" to directly send a message to a user's mailbox without calling his/her extension

Automatic Speech Recognition (ASR) is the term for converting human speech to text. It is used in applications where the information collected from the caller is difficult to enter using a touchtone phone, or where the customer wants to create a more natural, user friendly image with automation. This is particularly effective for collecting alphanumeric part numbers or names and addresses.

ASR functionality is dynamically allocated as a resource or channel to a Stratagy ES voice port. This means that a channel of ASR resources is only tied to a voice port for as long as the Stratagy ES software dictates its need. If the voice port no longer requires the channel or resource, it is freed up to be used by another port. Therefore, to estimate the amount of ASR channels a system may require, you must first estimate how many Stratagy ES voice ports will simultaneously need access to ASR resources.

Important! Ports that are configured for ASR AA can only accept inbound voice mail integration using Simplified Message Desk Interface (SMDI). Dual Tone Multi-frequency (DTMF) in-band integration is not supported on these ports. If DTMF integration is necessary, additional ports not configured for ASR Auto Attendant are required.

Configurations

There are two configurations for ASR solutions on the Stratagy ES – host-based and AntaresTM-based.

Host-based ASR (Currently Available)

Host (or CPU)-based ASR uses the native CPU of the Stratagy ES to provide the processing power required, no additional speech-related hardware is required. A maximum capacity of eight channels of host-based ASR can be invoked simultaneously. The Stratagy ES host-based ASR is available for the

Toshiba America Information Systems, Inc.

Stratagy ES only available using a D/41ESC voice board to provide echo cancellation. The other Dialogic voice boards do not provide echo cancelling and cannot be used.

See Technical Bulletin TBVP-0001 dated September 2000 for installation instructions.

Hardware/Software Requirements

The following requirements apply for a host-based ASR system:

- the Stratagy Activation Module (SAM) must be activated for the feature by placing an order for the ASR AA Feature Group (part number SES-FG-ASR-AA)
- D/41ESC voice board from TSD (part number SES-DL-P4-SC)

Note The host-based ASR AA provides up to eight channels of ASR resources.

Though less costly in terms of hardware than the Antares-based solution, considerations must include processor requirements for other Stratagy ES applications. Adding other processor intensive applications, such as host-based Text-to-Speech, may require the Stratagy ES CPU to be upgraded.

Antares-based ASR (Scheduled for Release, 4th Quarter 2000)

With Antares-based ASR, the processors located on the Dialogic Antares resource board, instead of the native CPU, provide the power. The Antares board has Digital Signal Processors (DSPs) that perform all processor functions for the ASR application, including echo cancellation.

This configuration provides up to 12 channels of simultaneous ASR per each installed Antares board. The Antares-based ASR requires either a Dialogic D/41ESC or D/160SC-LS voice board and an Antares board.

See Technical Bulletin TBVP-0001 dated September 2000 for installation instructions.

Hardware/Software Requirements

An Antares-based system must have:

- the Stratagy Activation Module (SAM) must be activated for the feature by placing an order for the ASR AA Feature Group (part number SES-FG-ASR-AA)
- Antares resource board from TSD (part number SES-ANT-2000/50)
- D/160SC-LS or D/41ESC voice board from TSD (part numbers SG-DL-P16 or SES-DL-P4-SC)

Antares-based ASR cannot share the same Antares card as Antares-based TTS. ASR and TTS can alternate as resources, but cannot be used at the exact same time on the same voice port.

Prior to Installing

- We recommend that you back up your database prior to starting any upgrade procedure.
- Make sure you have all the necessary parts and tools.
- Since all of the procedures require Stratagy ES be out-of-service, coordinate with the customer a time for Stratagy ES to be taken off line.