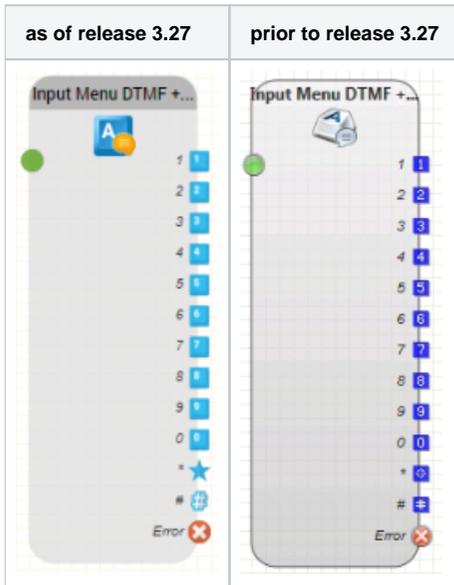


Input Menu DTMF ASR



Function

This module detects a DTMF input (tone dialling) or spoken words (ASR, Automatic Speech Recognition) and executes a branch in the program. To prompt the user to press a key, a voice prompt is played.

If no input is recognised, or an incorrect digit is pressed or a word is not recognised, an error voice prompt can be configured which is played to reprompt the user to try again.

Program execution continues using the output which corresponds to the DTMF key pressed or the word spoken. If this output is not connected, and the maximum number of allowed tries has not yet been reached, the error voice prompt is played and recognition is restarted. If the maximum number of tries is reached, program execution continues at the error output. If no object is connected to this output, the system hangs up.

Parameters

Object Name	The name of this object instance
Prompt Type	Choose a prompt type
Voice Prompt	Choose a prompt
Error Voice Prompt Type	Choose the type of the error voice prompt
Error Voice Prompt	Choose the error voice prompt. This parameter is optional. If you do not specify this parameter, then no error prompt is played.
Play Tone	If you use this option, the system will play a beep indicating when the caller is expected to respond.

Maximum Tries	How often the object is re-executed when an error input is made or no input is detected. If this counter is reached, program execution continues at the error output.
Barge In	If activated, input is allowed whilst voice prompts are being played. Otherwise it is allowed when playing has completed.
Command Word 0 ... 9	Here you define what spoken words are equivalent to the corresponding DTMF keys. You can add several words to one parameter, separated by commas. For example: <i>Command Word 1 - Reception, Central Office</i> <i>Command Word 2 - Sales, Marketing, Purchasing</i>

Notes on speech recognition

Speech recognition does not understand every speaker and every word. Consider alternative command words if necessary. Very short words such as "no" can be more difficult to recognise. Tell the caller to speak slowly and clearly if the system does not recognise anything. When specifying the command words, you should pay more attention to how a word sounds than how it is actually spelt. This applies in particular to foreign words.

Example:

- Specify Schadenfreude like this: Chahdenfroyder

Alternative words or interpretations by the speech recogniser

Some speech recognisers "interpret" the spoken words.

For example, if you say the word "one", the Azure speech recogniser will return the result "1". So if you want a number to be spoken, be sure to enter this as an alternative.

Examples

- one,1
- two,two,2

Outputs

Output	Used when ...
0 ... 9	when the corresponding key is pressed and this output is connected to a further object.
*	when the star key is pressed and this output is connected to a further object.
#	when the hash key is pressed and this output is connected to a further object.
Error	when the maximum number of tries is reached.