



How to Build a Speech Recognition Application

Bruce Balentine, David P. Morgan

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This book is a style guide for telephony dialogues. We consider it to be the most thorough, practical, step-by-step guide ever written about speech recognition, by experts who have been designing and developing successful applications for years. Contents include how to: craft effective prompts, predict and manage social user behaviors, reduce the application to a set of repeatable speech behaviors, keep a consistent "look and feel" to the interface, approach the problem of application "personality", prevent and recover from errors, and much more. This book is for designers, developers, project managers, marketing managers, information systems managers, call center managers and anyone else involved with the implementation and management of "self service" information delivery systems.

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