VoiceXML Overview

What is VoiceXML?

VoiceXML is a standard based on XML that allows Web applications and content to be accessed by a phone. You can develop speech-based telephony applications using VoiceXML. The standard was developed by the VoiceXML Forum, which was founded by AT&T, IBM, Lucent, and Motorola.

VoiceXML architecture model

This figure illustrates the components of the VoiceXML architecture model. The components include the following: * Document server: Processes requests received from the VoiceXML Interpreter and responds with VoiceXML documents. * VoiceXML Interpreter: Interprets the VoiceXML documents it receives from the document server. * Implementation platform: Controlled by the VoiceXML Interpreter context and VoiceXML Interpreter, the implementation platform generates events in response to user actions (for example, spoken or character input received) and system events (for example, timer expiration). The VoiceXML Interpreter context and VoiceXML Interpreter then handles the events.

VoiceXML gateway integration

VoiceXML relies on the network infrastucture to deliver and implement applications. Just like HTML is delivered to a Web browser, VoiceXML uses a voice browser for audio input and output. You use a regular phone to access a VoiceXML-based application. The voice browser runs on a voice gateway, which is connected to the public switched telephone network (PSTN, using Voip or) and to the network as illustrated in the figure.

VoiceXML applications

Below are a few examples in which VoiceXML applications can be used:

- Voice portals: Just like Web portals, voice portals can be used to provide personalized services to access information like stock quotes, weather, restaurant listings, news, etc.
- Location-based services: You can receive targeted information specific to the location you are dialing from. Applications use the telephone number you are dialing from.
- Voice alerts (such as for advertising): VoiceXML can be used to send targeted alerts to a user. The user would sign up to receive special alerts informing him of upcoming events.
- Commerce: VoiceXML can be used to implement applications that allow users to purchase over the phone. Because voice gives you less information than graphics, specific products that don't need a lot of description (such as tickets CDs, office supplies, etc) work well.
- CTI: VoiceXML can identify and qualify a user before transfering it to a queue. Depending on the CTI integration method, the VoiceXML can push a context to the agent form associated to the user's interactions.
- Auto Attendent: VoiceXML can replace an operator to redirect calls. It can use the Automoatic Speech Recognition to recognize a user's name from a contact list and transfer the call to the associated extension.

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