Title (en)
CONTROLLING NAVIGATION PATHS OF A SPEECH-RECOGNITION PROCESS

Title (de)
VERWALTUNG VON NAVIGATIONSPFADEN IN EINEM SPRACHERKENNUNGSSYSTEM

Title (fr)
CONTROLE DES TRAJETS DE NAVIGATION D'UN PROCESSUS DE RECONNAISSANCE DE LA PAROLE

Publication
EP 1057317 A2 20001206 (EN)

Application
EP 99911100 A 19990301

Priority
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Abstract (en)
[origin: WO9944345A2] A method and computer program for controlling navigation paths in a speech-recognition process in which prompts are provided to a user, and actions are taken based on comparison of the user's spoken responses to stored speech elements. The method includes organizing the prompts, actions, and speech elements in a hierarchy of nodes that include group nodes and terminal nodes, and displaying the nodes in a hierarchical list that indicates navigation paths in the speech-recognition process. A user can alter the navigation paths in the speech-recognition process by editing the position of the nodes in the hierarchical list. The speech-recognition process may be a call routing process.

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H04M 3/50; G10L 3/00

IPC 8 full level
G10L 13/00 (2006.01); **G10L 15/26** (2006.01); **H04M 3/42** (2006.01); **H04M 3/493** (2006.01); **H04M 3/50** (2006.01); G10L 15/22 (2006.01)

CPC (source: EP KR)
G10L 15/22 (2013.01 - KR); **G10L 15/26** (2013.01 - EP KR); **H04M 3/493** (2013.01 - EP); **H04M 3/4936** (2013.01 - KR); G10L 15/22 (2013.01 - EP); H04M 2201/40 (2013.01 - EP KR)

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