

Title (en)

METHOD FOR ESTABLISHING TELEPHONE CALLS

Title (de)

VERFAHREN ZUR HERSTELLUNG VON TELEFONANRUFEN

Title (fr)

PROCEDE D'ETABLISSEMENT D'APPELS TELEPHONIQUES

Publication

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Application

EP 99911930 A 19990325

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Abstract (en)

[origin: GB2335826A] A voice recognition system (311) is provided to assist in the establishment of a telephone call. Preferably, TESPAP procedures are used such that if a destination is incorrectly recognised a first time, there is a high probability that the second best attempt will be successful. In addition, the application of the TESPAP process facilitates the ability to enhance recognition probability if the destination word is repeated. However, in situations where it is not possible to perform word recognition or where word recognition will take a significant period of time, probably due to the presence of background noise, a destination call is automatically made to an assisting person. Telephone number data is transmitted back to the user and a new telephone call is established in response to the transmitted data. Also disclosed is a speech recognition process which is configured to receive acoustic vocalisations in which the name of a destination is repeated and the vocalisations are analysed so as to improve recognition properties.

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H04M 1/27

IPC 8 full level

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