

Title (en)

METHOD AND COMMUNICATION SYSTEM FOR GENERATING RESPONSE MESSAGES

Title (de)

VERFAHREN UND KOMMUNIKATIONSSYSTEM ZUR GENERIERUNG VON ANTWORTMELDUNGEN

Title (fr)

PROCEDE ET SYSTEME DE COMMUNICATION DESTINES A PRODUIRE DES MESSAGES DE REPONSE

Publication

EP 1370995 A1 20031217 (DE)

Application

EP 02703576 A 20020125

Priority

- EP 02703576 A 20020125
- EP 0200742 W 20020125
- EP 01106128 A 20010313

Abstract (en)

[origin: EP1241600A1] Method for generating responses to an incoming message using dialogue machine (5), management unit (4), speech input (53) and speech output (54) modules. Incoming messages can be a live telephone call, a stored call or a text message. An address is attached to the messages and they are fed to the speech-input module. The latter uses a speech recognition unit (3) and outputs the request to a database (9). Answer messages from the database are output directly as text or via a speech synthesis unit. Un-processed requests are passed to an agent. An Independent claim is made for a communications system generating automatic responses to input requests received as text or in voice format.

IPC 1-7

G06F 17/60; **H04M 3/493**

IPC 8 full level

G10L 13/04 (2013.01); **G10L 15/26** (2006.01); **H04M 3/493** (2006.01)

CPC (source: EP US)

G10L 13/00 (2013.01 - EP US); **G10L 15/26** (2013.01 - EP US); **H04M 3/493** (2013.01 - EP US); **H04M 2201/40** (2013.01 - EP US); **H04M 2201/60** (2013.01 - EP US)

Citation (search report)

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