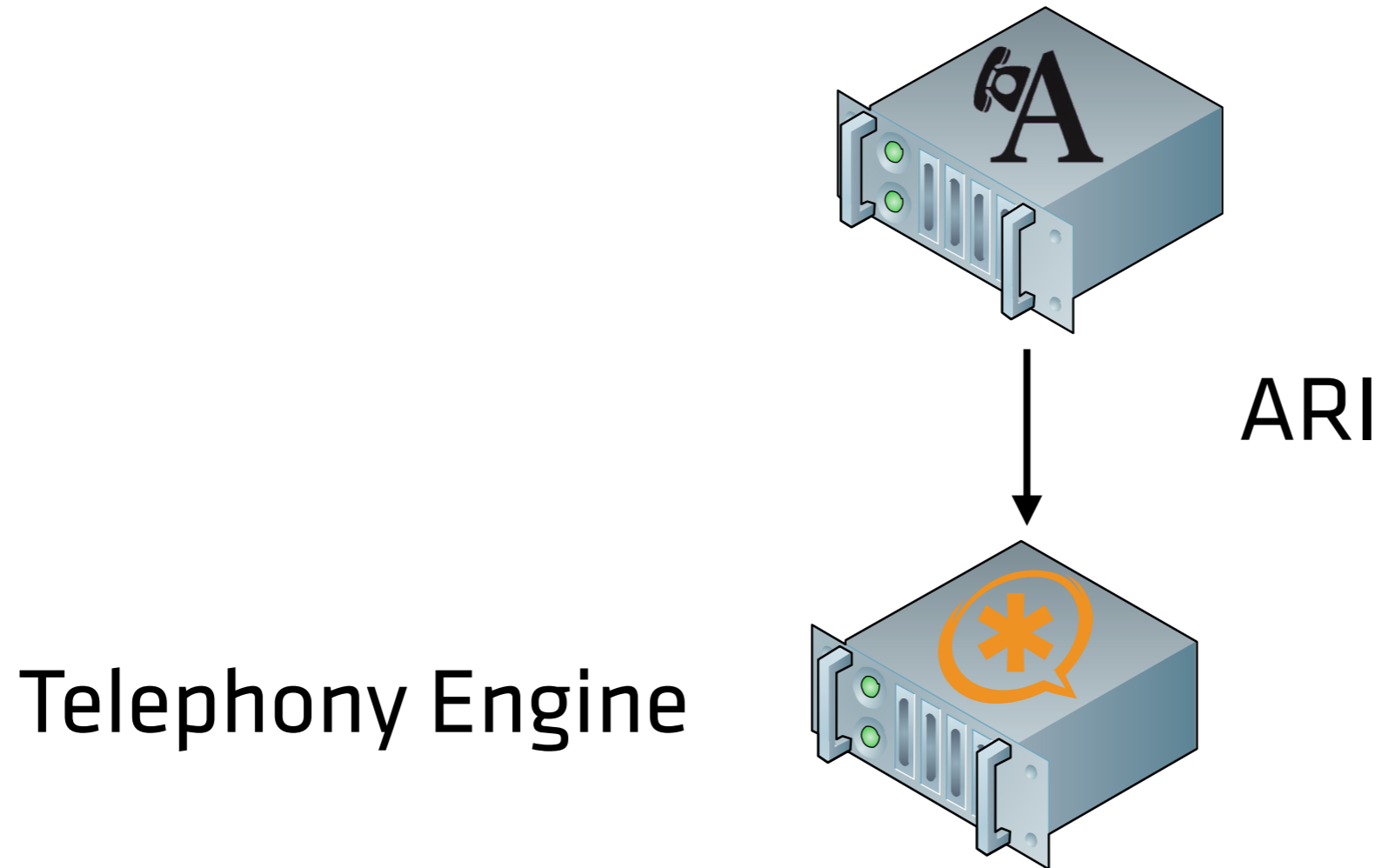# AstriDevCon 2015

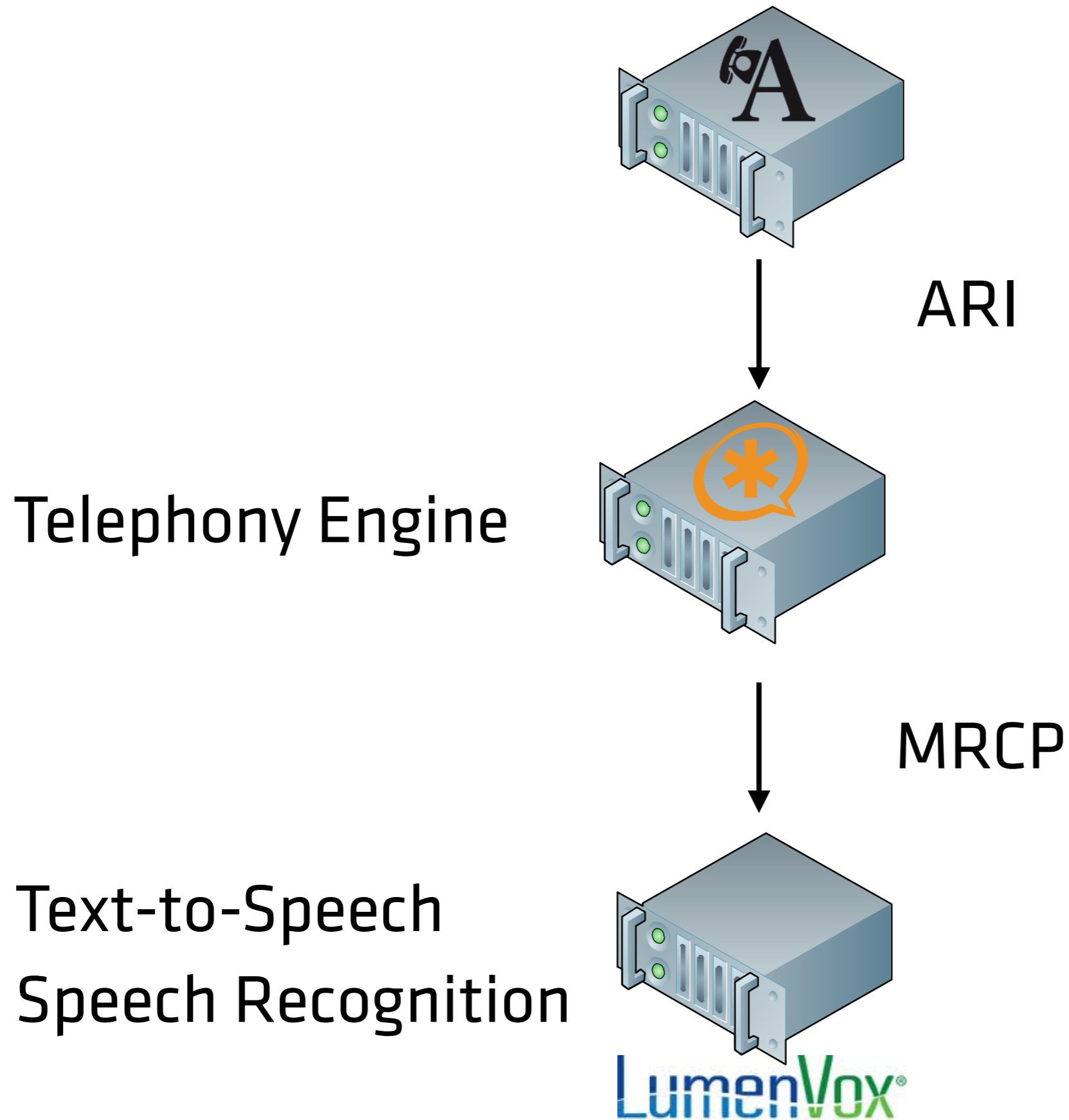# WHAT WE BUILD

- Contact Center Integration
- Custom Call Queues & Dialers
- Speech Recognition IVRs
- WebRTC things

What We Need
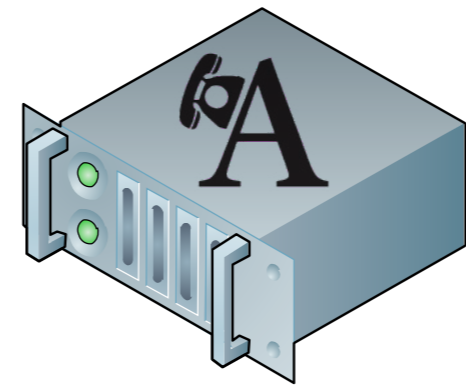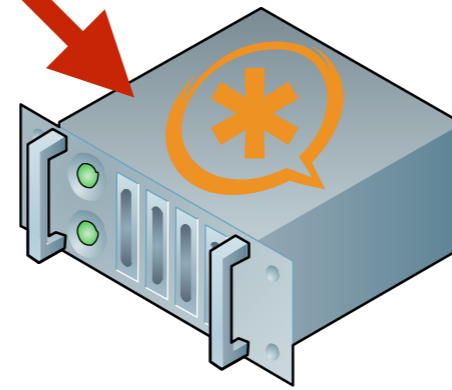
MRCP via ARI

ARI

Telephony Engine

ARI

Telephony Engine

MRCP

Text-to-Speech
Speech Recognition

Speech Synth/Rec
Does Not Belong Here!

ARI

Telephony Engine

MRCP
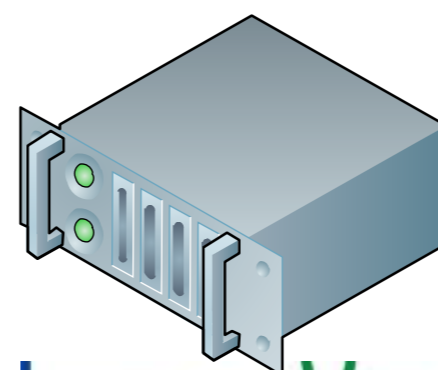
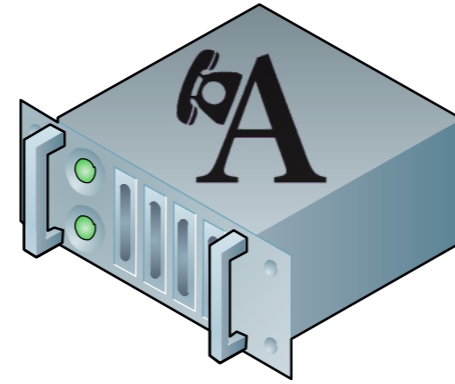Text-to-Speech
Speech Recognition

LumenVox®

5

```xml
<grammar xmlns="http://www.w3.org/2001/06/grammar" version="1.0" xml:lang="en-US"
         root="main_menu_voice" mode="voice" tag-format="semantics/1.0.2006">
  <rule id="main_menu_voice">
    <one-of>
      <item>sales <tag>out.action = "sales"</tag></item>
      <item>support <tag>out.action = "support"</tag></item>
    </one-of>
  </rule>
</grammar>
```

```xml
<grammar xmlns="http://www.w3.org/2001/06/grammar" version="1.0" xml:lang="en-US"
         root="main_menu_dtmf" mode="dtmf" tag-format="semantics/1.0.2006">
  <rule id="main_menu_dtmf">
    <one-of>
      <item>1 <tag>out.action = "sales"</tag></item>
      <item>2 <tag>out.action = "support"</tag></item>
    </one-of>
  </rule>
</grammar>
```

MojoLingo

6

DTMF Matcher

```xml
<grammar xmlns="http://www.w3.org/2001/06/grammar" version="1.0" xml:lang="en-US"
         root="main_menu_dtmf" mode="dtmf" tag-format="semantics/1.0.2006">
  <rule id="main_menu_dtmf">
    <one-of>
      <item>1 <tag>out.action = "sales"</tag></item>
      <item>101 <tag>out.action = "extension-101"</tag></item>
    </one-of>
  </rule>
</grammar>
```
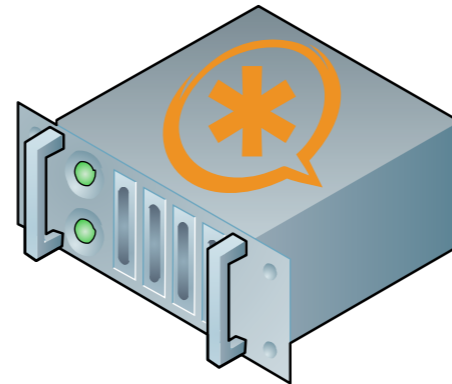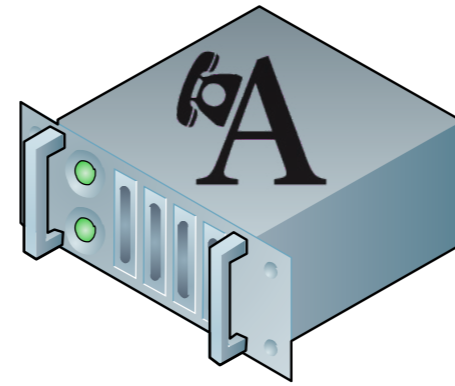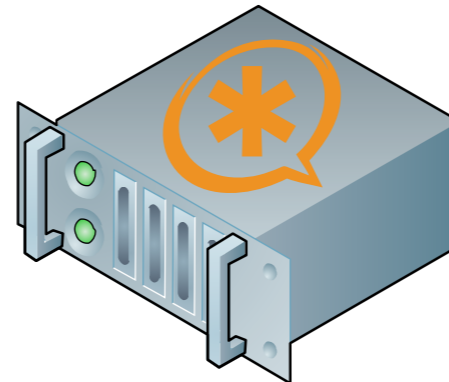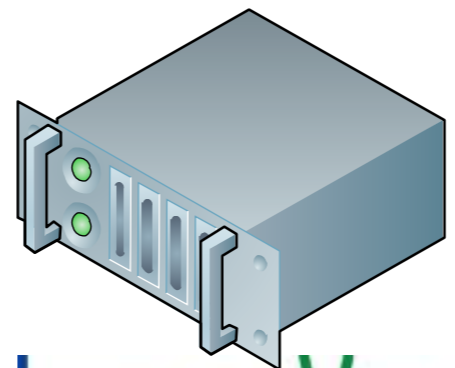
Grammar Generator

ARI

DTMF Recognizer

Grammar Generator

ARI

DTMF Recognizer

MRCP

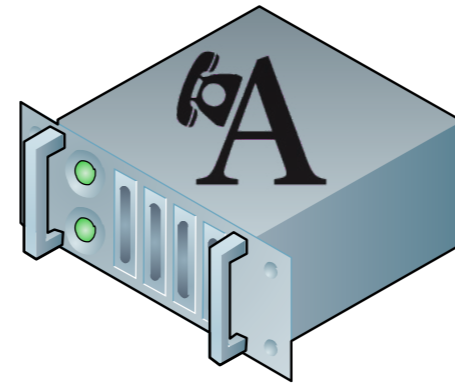Speech Recognizer

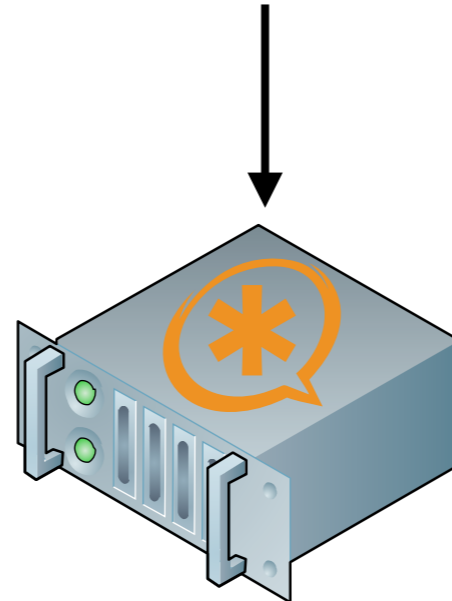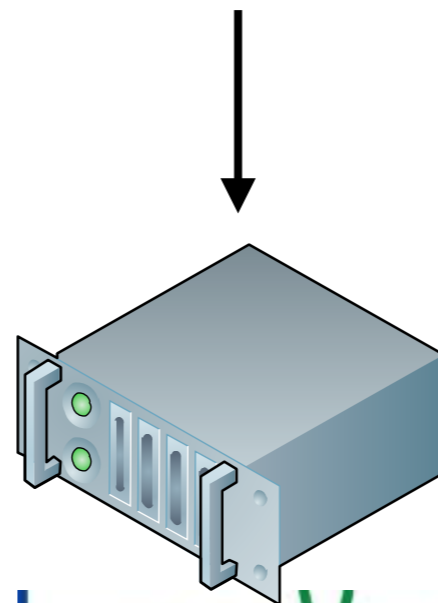# Media Playback Optimizer

SSML Generator

ARI
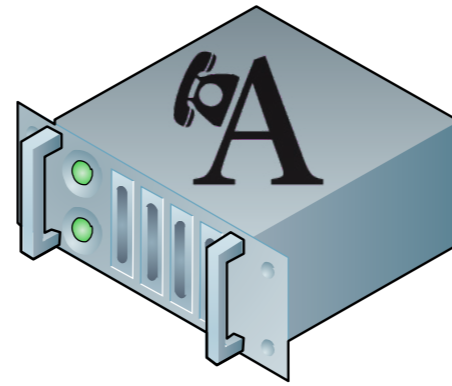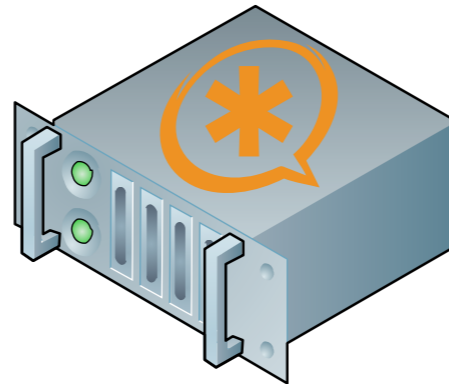
MRCP

TTS Synthesizer
Audio File Player
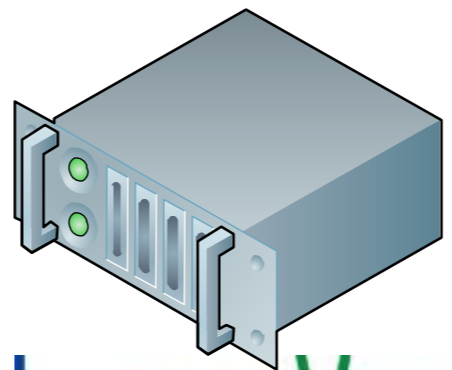
11

SSML Generator

Audio File Player

ARI

MRCP

TTS Synthesizer

LumenVox®

you_have.wav

"1"

new_messages.wav

Summary

MY ASTERISK 14 GOALS

- MRCP via ARI

- DTMF Matcher (with SRGS)

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MRCP via ARI