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Multimodal Interaction Technology


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Contemporary and Forward Looking

Topic 6: VOICE & INTERACTIVE VOICE RESPONSE INTERFACES (IVR)



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Voice user interfaces

- The script to a conversation between a user and a VUI over the phone.



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Interactive Voice Response (IVR) Interfaces

- Telephony interfaces.



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IVR interfaces



Voice

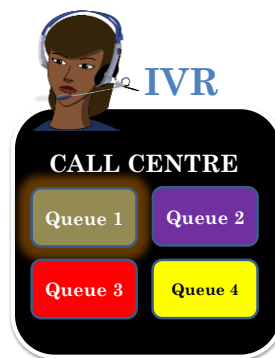
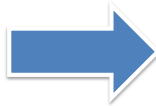


Dual-Tone Multi-Frequency Signaling (DTMF) tones keypad



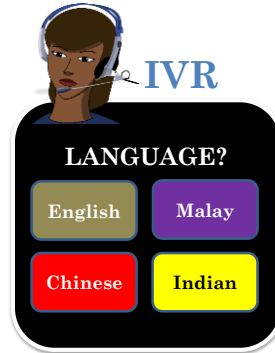
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IVR at call center



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IVR at call center



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IVR at call center

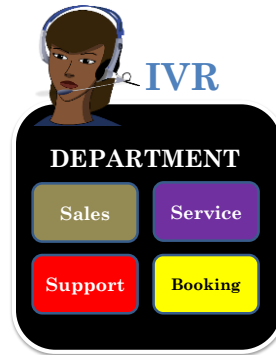


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IVR at call center



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IVR implementations



Call Center



Medical



Navigation



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IVR benefits



Economically



Transparency



Privacy



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Challenges

- Too many selection.
- Voice not clear.



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THANK YOU

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