

Education Services

Instructor-Led Technical Course Offering



Implementing Speech for the IC Platform

Course Overview

Course Duration: 5 Days (8:30am – 5:00pm)

This course provides the student with the knowledge and skills necessary to successfully implement basic Automatic Speech Recognition (ASR) and Text To Speech (TTS) functionality with the Customer Interaction Center™ (CIC) system. Voice User Interface design, grammar considerations, Mobile Office, Handler tools, MRCP, and sizing considerations will all be discussed. Students will install Nuance and Loquendo ASR engines and configure those engines to work with Interaction Center. Students will be given hands-on exercises to design speech interfaces via IC handlers.

This is a certification class.

Intended Students

This is a technical class, and is recommended for those person(s) in the role of:

- **ASR and/or TTS implementer or designer**
Responsible for planning, designing, and implementing ASR and/or TTS functionality in an Interaction Center environment.

Course Objectives

This course prepares the student to:

- Describe IC architecture as it relates to Speech services (both ASR and TTS)
- Incorporate best practices into VUI designs
- Configure both Nuance and Loquendo ASR engines to work with IC
- Practice using Mobile Office functions
- Describe the principles of grammar file authoring in SRGS
- Describe the Handler tools that are available for Speech Recognition tasks
- Write handlers using Handler Reco tools
- Describe the basic principles of Voice XML
- Describe the Handler tools available to pass VXML scripts to the Interpreter
- Describe how to use MRCP with TTS engines
- Practice the basics of speech recognition tuning
- Describe and implement Text To Speech (TTS) packages
- Describe sizing issues with regards to both ASR and TTS

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Course Agenda

- Relevant IC subsystems
- VUI definitions - prompt libraries, phonemes, grammars, etc.
- Project timelines & key milestones when implementing
- VUI Part 1 – Intro
 - Directed dialog vs. Natural
 - Prompt/grammar pairs
- VUI Part 2 - Best practices
- Licensing requirements (IC, HMP, and ASR/TTS engines)
- ASR installs - Nuance + Loquendo (do both)
- Configure in IC; trust certificates; enable; etc. Discuss load balancing
- Configuring Attendant (disable ASR option etc.)
- Mobile Office - shortcuts, menu structure etc.
- Handler Reco tools
- Starting a project (hands on) - simple drink-ordering example
 - Develop grammar files
 - Design & publish handler
 - Error recovery methods; logging
- VXML basic intro
- VXML Interpreter - install (IC component)
- Run some sample VXML scripts through handler tools
- Using MRCP with the IC platform (TTS only)
- Tuning, testing & troubleshooting, advanced grammars & packages
- Text To Speech – intro
 - Installs & Configuring
 - Dynamic vs. static
- Sizing considerations - ASR, TTS

Course Prerequisites

Interactive Intelligence requires payment (either via program voucher or credit card) and a signed Partner Agreement or Nondisclosure Agreement on file from the student's company before attendance.

To maximize the student's potential for successful course completion and/or certification, each student is expected to:

- Be fluent in spoken and written English language.*
- Have a current Interaction Center Handler Development certification. For cases where the student does not have the required certification, a pre-test will be administered (remotely) before the student will be permitted to attend class.
- Be designated as a designer and/or implementer of ASR or TTS functionality using Interaction Center.
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**The course materials, lab materials, and lectures are delivered in English. In order to benefit from the instruction, all students must be fluent in the English language.*

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Deliberately Innovative

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Additional Training Opportunities

- Students should have attended and passed **Interaction Center Handler Development** course. For those who have not attended this course, a pre-course assessment will be given to ensure the student is familiar with building basic handlers in the IC system.

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