Abstract

A common method of data exchange is speech. Keeping track of every word exchanged through verbal means is difficult. Mostly, verbal communication is carried out through voice calls. For keeping tab of information exchanged, calls can be converted to text. These text files can be classified according to the content of the document. Also, unwanted call recordings have to be eliminated. This research contains the various methods required to implement call transcription and text classification. More than 50 papers were reviewed regarding the sections, call recording, transcription and ordering of text documents.

References

2. Boaz M, Ben David and Michal Ich, "Voice changes in real speaking situations during a
day, with and without vocal loading: assessing call center operators", Journal of Voice, Vol 30,
April 2015
3. Shrikant Subhash Warghade, Karthikeyan B, Suraj Rodrigues, Nagaraj Hebbar, "Call
recording solution using SIP", Advances in Computational Sciences and Technology Volume
10, Number 8 (2017)
Identifying User Activity Patterns from Mobile Phone Call Detail Records", IEEE International
Conference Networking Systems and Security, 1-6, 2015
5. Payman Mohassel, Ostap Orobets, and Ben Riva, "Efficient Server-Aided 2PC for Mobile
Phones" Proceedings on Privacy Enhancing Technologies, 2016
6. Lien-Wu Chen, Yu-Fan Ho, Wei-Ting Kuo and Ming-Fong Tsai, "Intelligent file transfer for
smart handheld devices based on mobile cloud computing", international journal of
communication systems, 2015
7. Suman Bhattacharjee, Sourav Kanta, Saket Modi, Madhumita Paul and Sipra DasBit,
"Disaster Messenger: An Android based Infrastructure Less Application for Post Disaster
Information Exchange", IEEE International Conference on Advanced Networks and
Telecommunication Systems, 2016
8. Zhirong Wang, Tanja Schultz, Alex Waibel "Comparison of Acoustic Model Adaptation
Techniques on Non-native Speech", IEEE International Conference on Acoustics, Speech and
Signal Processing, Vol 1, 2009
9. R. Wallace, K. Thambiratnam, F. Scide, "Unsupervised Speaker Adaptation for Telephone
Call Transcription", IEEE International Conference on Acoustics, Speech and Signal
Processing, 2009
10. Tara N. Sainath, Ron J. Weiss, Kevin W. Wilson, Bo Li, Arun Narayanan, Ehsan Variani,
Michiel Bacchiani, Izhak Shafran, Andrew Senior, Kean Chin, Ananya Misra, and Chanwoo Kim,
"Multichannel Signal Processing With Deep Neural Networks for Automatic Speech
Recognition", IEEE/ACM Transactions On Audio, Speech, And Language Processing, Vol. 25,
No. 5, May 2017
Transcription", IEEE International Conference on Acoustics, Speech and Signal
Processing,2014
12. Seongjae Lee, Sunmee Kang, Hanseok KO, Jongseong Yoon, Minseok Keum,
"Dialogue Enabling Speech-to-Text User Assistive Agent with Auditory Perceptual
Beamforming for Hearing-Impaired" IEEE International Conference on Consumer Electronics
(ICCE), 2013
International Journal of Innovation and Scientific Research Vol. 17 No. 2 Aug. 2015
14. Rustam Shadiev, Barry Lee Reynolds, Yueh-Min Huang, Narzikul Shadiev, Wei Wang,
Rai Laxmisha, Wanwisa Wannapipat," Applying speech-to-text recognition and computer-aided
translation for supporting multi-lingual communications in cross-cultural learning project", IEEE
17th International Conference on Advanced Learning Technologies, 2017
15. Ricardo Sousa Rocha, Pedro Ferreira, Ines Dutra, Ricardo Correia, Rogerio Salvini,
Elizabeth Burnside, "A Speech-to-Text Interface for MammoClass", IEEE 29th International
Symposium on Computer-Based Medical Systems, 2016
16. Chandra Mani Sharma, Alok Kumar Singh Kushwaha, Rakesh Roshan, Rabins Porwal


61. CAO Jian-fang WANG Hong-bin, "Text Categorization Algorithms
64. Nilesh Patil, Lokesh Patil, Gitanjali Wag, Prof. Mis. Shital More, "
70. Mark HUGHES, Irene LI, Spyros KOToulos and Toyotaro
72. Wannaporn Teekong Pornkid Unkaw, "A New Hybrid Model of PSO and DE Algorithm
Index Terms

Computer Science  Information Sciences

Keywords

Call recording; speech to text; classification; feature extraction; HMM; Baye’s classifier