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


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


16. Chandra Mani Sharma, Alok Kumar Singh Kushwaha ,Rakesh Roshan , Rabins Porwal
Call Transcription and Text Classification - A Review


18. Stephan busemann, Svenschmeier and Roman.G.Arens “Message Classification In Call Centre”, Proceedings of Sixth Conference on

19. Natural Language Processing, 158-164, 2009


31. ASSP.26, No.5, 1978


33. Prachi Khilari, Prof. Bhope V. P, ``Implementation of Speech to Text Conversion” International Journal of Innovative Research in Science, Engineering and Technology Vol. 4,
34. S.A.R. Al-Haddad, Salina Abdul Samad, Aini Hussein, K. A. Ishak, A.A. Azid, R. Ghaffar, D. Ramli, M.R. Zainal, .K.A. Abdullah,
37. Sonia Sunny, David Peter S, K Poulose Jacob, “Feature Extraction Methods based on Linear Predictive Coding and Wavelet Packet
38. Decomposition for Recognizing Spoken Words in Malayalam”,
42. Dr. G. Rasitha Banu ,VK Chitra, “A Survey of Text Mining Concepts”, International Journal of Innovation in Engineering and Technology (IJIJET) vol.5 issue 2 April 2015
45. Manjot Kaur, Lakhvir Garcha, "A Novel Approach for Speech Recognition using Vector Quantization through LBG Algorithm”,
48. Grégoire Mesnil, Xiaodong He, Li Deng, and Yoshua Bengio,


61. CAO Jian-fang WANG Hong-bin, “Text Categorization Algorithms


64. Nilesh Patil, Lokesh Patil, Gitanjali Wagh, Prof. Mis. Shital More, “


70. Mark HUGHES, Irene LI, Spyros KOTOULAS and Toyotaro


72. Wannaporn Teekeng Pornkid Unkaw, “A New Hybrid Model of PSO and DE Algorithm
for Data Classification”, IEEE/ACIS International Conference on Software Engineering, Artificial Intelligence, Networking and Parallel/Distributed Computing, 47-51, June 2017


75. Kunhui Lin, Yating Chen, Xiang Li, Qingfeng Wu and Zhentuan Xu, “Friend Recommendation Algorithm Based on Location-Based Social Networks”, IEEE, 2016


81. magazine, August 2017


Index Terms

Computer Science

Information Sciences

Keywords

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