Abstract

The paper presents the architecture of a web based interactive voice response system using Voice XML. The paper includes a discussion on the architecture of the IVR system, its components, and a detailed description of the functionality of VXML Interpreter and its use in IVR systems. It also describes the integration of VXML Interpreter, CCXML Interpreter and the related media & telephony resources. Finally it presents performance measurement techniques and technical proposal for increasing the performance of such a system.

References

- VoiceXML Forum is a global industry organization that works to accelerate the adoption of VoiceXML and adjacent technologies. The reference is taken from the frequently asked questions of the forum.  http://www.voicexml.org/about/frequently-asked-questions
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- W3C Recommendation for SRGS grammar. http://www.w3.org/TR/speech-grammar/
- W3C Recommendation for CCXML 1.0. http://www.w3.org/TR/ccxml/
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**Index Terms**

Computer Science Information Sciences

**Keywords**

IVR Voice XML Web based IVR VXML Interpreter CCXML FIA