Vicorp Announces Breakthrough in Speech Services with Launch of xMP Narrator Graphical Design Tool

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At SpeechTEK 2004 (New York, 13-16th September), Vicorp will be launching xMP Narrator, an innovative GUI-based design tool that enables Voice User Interface (VUI) Designers to create speech applications with rich and flexible speech interfaces that are modelled around 'natural conversations' between two people.

xMP Narrator represents an important breakthrough in the evolution of speech services because it provides a new approach to Conversational Modelling that overcomes many of the technical limitations imposed by proprietary design tools. xMP Narrator will make speech applications more intuitive to use; and easier and less frustrating to design.

A Revolution in Conversational Modelling

Recent improvements in speech recognition and text-to-speech (TTS) quality have lead to the emergence of speech interfaces that callers find more natural to use. Unfortunately, many of the 'natural language' VUI design tools that exist today tie Developers into a complete tool suite that may not be suitable for their overall needs.

xMP Narrator is designed to address this. It models the interaction between the 'caller' and the 'system' as a series of natural 'conversations' between two people - and then guides the VUI Designer through the process of creating a series of conversational alternatives. Once captured, these conversational alternatives are generated into formal requirement documents, which in turn are used to specify services. Text written for the system side of the conversations then forms the basis of transcripts for recordings or TTS renderings.

'Recording transcripts' can be produced for these prompts, and actual media files automatically incorporated back into the system. These are then used to create an open, standards-based content archive that can be independently deployed and managed by 3rd party tools, thus eliminating 'lock in' to any manufacturer or solution.

Alternatively, the Vicorp model can be used to automatically generate a call flow within xMP Director that both represents the conversation and allows for captured content and meta-data to be provisioned for the service (including grammars, content, TTS and transcripts).

xMP Narrator integrates with other tools in the Vicorp xMP suite as well as providing a cross-platform content archive. xMP is Vicorp's service creation and runtime platform that enables service providers, large enterprises and system integrators to deliver rich conversational voice and data services.

"Speech interfaces may represent the future but to date they've been relatively expensive and difficult to deploy. xMP Narrator represents a breakthrough in speech service development. It will make speech services easier to design within a standards-based environment and thus easier to deploy without vendor lock-in. At the same time, Vicorp's unique Conversational Modelling approach will make services

more intuitive to use" said Scott Sibuns, VP Worldwide Sales for Vicorp.

About Vicorp

Vicorp is changing the way converged voice and data services are created, deployed and managed. It counts many of the world's largest Telecommunications Service Providers and Enterprises amongst its customers. Vicorp's xMP carrier-grade platform is an end-to-end service creation and application delivery tool that helps organisations create and manage voice and data services rapidly (using role based tools to empower non-technical users to buy, build, re-use and extend media rich components) and efficiently (using open standards and Web technologies to leverage an organisations existing Internet skill sets and knowledge).

Find out more about Vicorp at: www.vicorp.com. Alternatively, please contact Vicorp on Tel. +44 (0)1753 660500 or by email to sales@vicorp.com.

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