

Voxeo**VÖXEÖ****Grammar Development**
*speed development and improve the
quality of voice applications.*

One of the most difficult aspects of developing a voice recognition solution is building a high-quality grammar—the file that defines what users can say when interacting during a call. Voxeo™ Professional Services offers grammar building capabilities and best practices that help improve overall recognition results and speed solution deployment.

Save Costs and Improve Returns

Investing time upfront to develop a well-tested and complete grammar can save development costs and reduce the time needed for application tuning. Through increased recognition rates, clients can achieve operational savings and boost return on investment by reducing the need for live agent intervention.

Speed Time to Market

Voxeo's grammar developers have successfully delivered on numerous speech recognition projects, leveraging their strong background in human computer interaction, linguistics, and VoiceXML development. As a result, Voxeo can quickly develop static grammars and dynamic grammar templates that accelerate the speed of development, testing and tuning, and solution deployment..

Grammar Development includes a number of services:

- **NL Slotting Values** – designate and define slot values of returned grammar utterances.
- **Static Grammars** – maps out how the various key features components will work together.
- **Dynamic Grammar Templates** – develop frameworks and templates for grammars generated at runtime to ensure high recognition rates.
- **Custom Dictionaries** – build custom, phonetic dictionaries for pronunciations missing in the standard dictionary.
- **Recognition Testing and Editing** – test recognition packages against slot values and valid utterances for both genders.
- **Focus Group Testing** – test the developed grammars with target customers to fine-tune the grammars prior to launch.

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