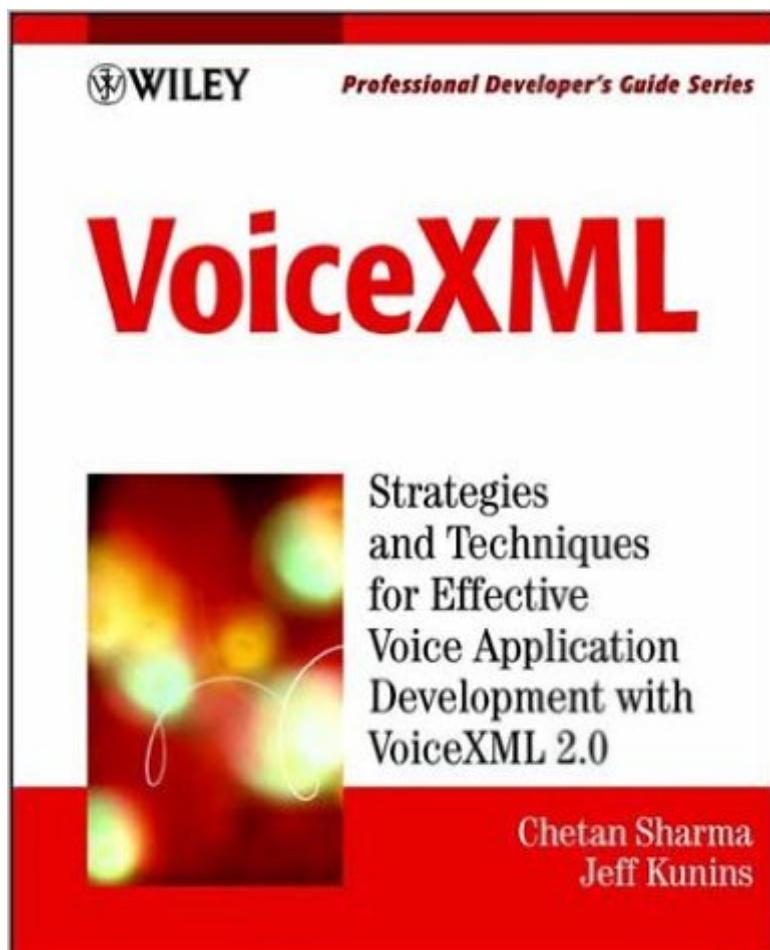


The book was found

# VoiceXML: Professional Developer's Guide With CDROM



## **Synopsis**

Learn how to build voice-enabled applications using VoiceXML. VoiceXML is designed for creating human-computer dialogs that feature synthesized speech, digitized audio, recognition of spoken and key input, recording of spoken input, telephony, and mixed-initiative conversations. Providing a detailed look at this markup language, VoiceXML (Version 2.0 is covered) takes the reader from the basics of voice solutions all the way through to building and running an application. It also reviews the critical success factors when designing and implementing a voice strategy and provides a glimpse into the future of voice technologies. The authors include discussions on how to generate dynamic VoiceXML content as well as the design of compelling and effective voice user interfaces. CD-ROM includes code from the book as well as development toolkits and reference material from multiple vendors.

## **Book Information**

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## **Customer Reviews**

This is the best VoiceXML book I've seen. Most VoiceXML books try to do too much: talk about voice hardware, telephony, the history of voice, tts, as well as be a VoiceXML reference. The weakness of these books is that one or more of these sections reveals that the authors do not really command the knowledge needed to make these sections useful. This book also attempts to do these things, but for the most part is able to carry it off. If you're looking for a reference, this is the book to get. The reference section is current VoiceXML 2.0 (October 2001), which is an advantage

in and of itself. But the real strength of the reference section is its depth. Each element, (e.g., , , ) has an entry for syntax (how to invoke the element), a description (what the element is used for), a thorough discussion of its attributes (that is, a description of the attribute), a usage statement (the elements parents and children), and an example (a snippet of complete code that uses the element). The examples and discussion of attributes really set this book apart from its peers. There is a brief discussion of the architecture of a VoiceXML app, and a couple of paragraphs discussing the differences between VoiceXML 1.0 and 2.0. The book also gives, contrary to my expectations, a history of the voice industry, a history of VoiceXML, and a discussion of players in the industry. What makes this book's treatment of these topics unusual is that the authors (particularly Kunins, I suspect) actually know these fields. I don't normally want these sections in a reference book (it just adds bulk around the section I really want) but I found them quite compelling here. I learned quite a bit from reading them.

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