

Twilio to Krypton Service (TKS):

Is a building block component of Nuance's Conversational AI Services, providing API-based access to constrained speech recognition capabilities.

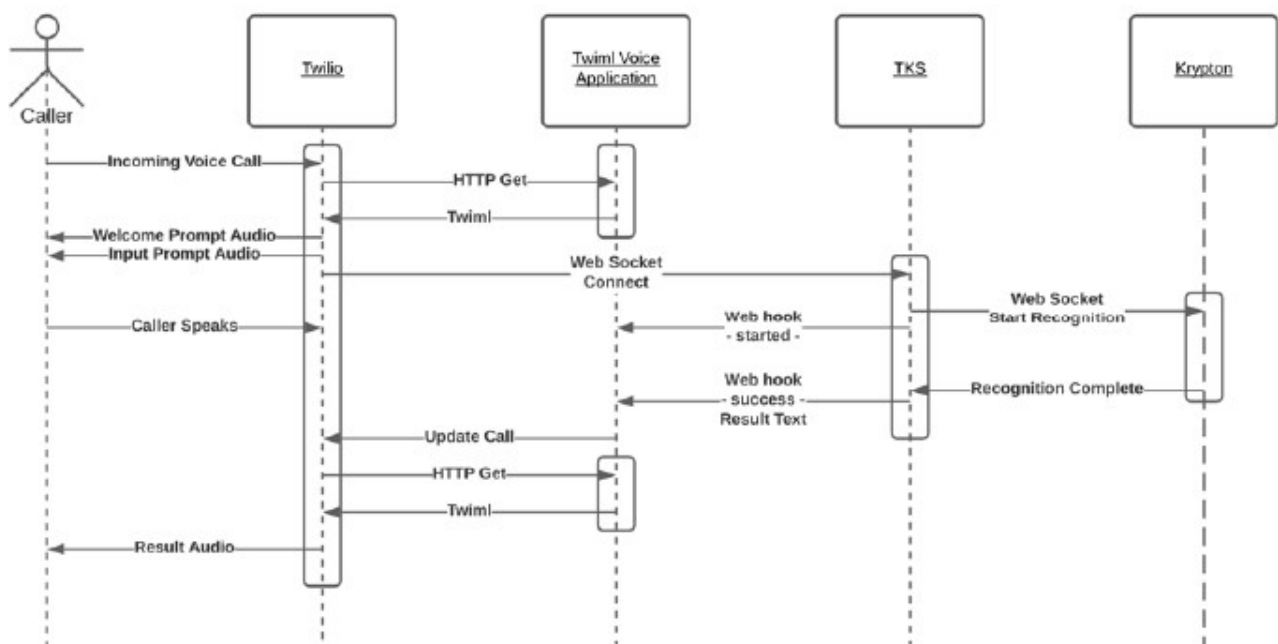
Conversational AI Services

Create innovative customer experiences with open, instant API access to powerful speech and AI technology.

TKS enables the use of Nuance Krypton speech to text (STT) from a Twilio twiml voice application. TKS provides a bridge between Twilio and Krypton by handling audio streams and events from Twilio and creating and managing subsequent audio and event streams with Krypton.

Sequence Diagram

This diagram shows a minimal invocation of TKS for a call that does one recognition turn. Some details are omitted for clarity. See the sample twiml voice application for a complete example.



Invocation

To invoke TKS you use the Twilio twiml *connect* verb along with the *stream* noun as shown in the example below. The *stream* URL attribute is the web socket endpoint Twilio should connect to. The only required *stream* parameter that TKS looks for is named “webhookURL”. The value of this should be set to a URL that your application will respond too. TKS will post JSON formatted status updates to this URL at the start, during, and at completion of recognition.

When the invoking application receives a result message from TKS it will need to tell Twilio to stop sending audio to TKS and resume executing twiml. This is handled with a REST API call back to Twilio, updating the in-progress call with a new twiml URL to execute. When Twilio receives this update, it will close the web socket connection to TKS and start executing the new twiml provided.

Deployment

Diagenix TKS and Nuance Krypton are available as a Service. A sandbox with 4 sessions can be provided for 90 days at no cost for development and testing purpose only. Deployment to Production for TKS and Krypton will also be available based on usage fees, minimum contract terms in years and monthly minimum commitments. Deployment of your voice application and establishment of a Twilio account will be are not included.

To learn more about TKS please contact Diagenix.



About Nuance Communications, Inc.

Nuance Enterprise is reinventing the relationship between enterprises and consumers through customer engagement solutions powered by artificial intelligence. We aim to be the market leading provider of intelligent self- and assisted-service solutions delivered to large enterprises around the world. These solutions are differentiated by speech, voice biometrics, virtual assistant, web chat and cognitive technologies; enabling cross-channel customer service for IVR, mobile and web, Inbound and Outbound; and magnified by the design and development skill of a global professional services team. We serve Fortune 2500 companies across the globe with a mix of direct and channel partner selling models.



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About Diagenix Corporation

Diagenix offers leading-edge Conversational AI, speech, and security technologies from major corporations like Microsoft, Nuance, Google, and Amazon, with over 25 years of experience in delivering tailored speech applications, voice biometric security solutions, integration software, digital chatbots, telephony platforms along with our Packaged Applications. These solutions empower businesses of all sizes to provide 24/7 access to information across various communication channels.

Since 2001, Diagenix has been a trusted Nuance Alliance Partner and Master Distributor, with more than 300 successful Nuance deployments across the US, Canada, and Mexico.



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