

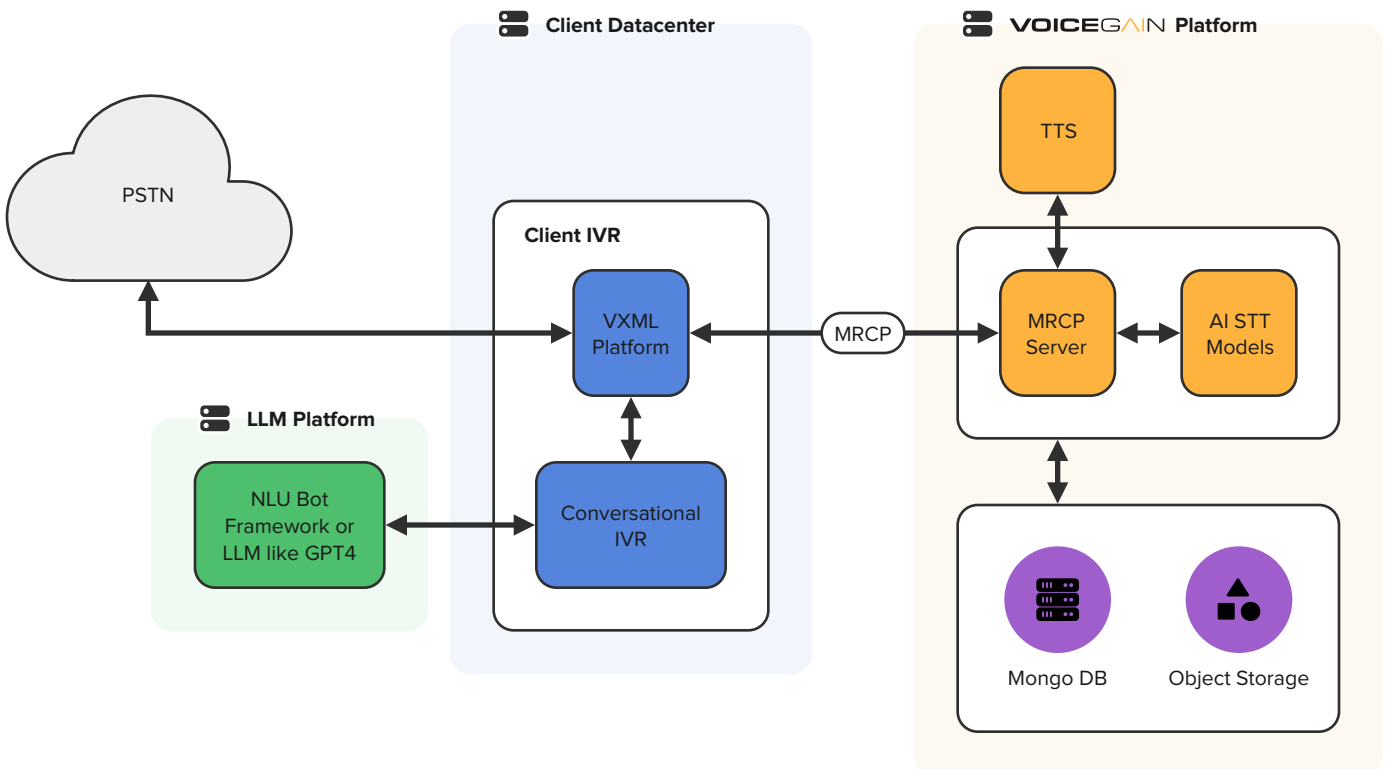
Advanced AI-based Speech Recognition to power human-like conversations

Voicegain’s MRCP ASR allows access to Voicegain’s deep-learning-based ASR models using the Media Resource Control Protocol. This offers enterprises a “drop-in” replacement for any grammar-based ASR while simultaneously providing an upgrade-path to a conversational Voice Assistants/IVRs on existing telephony stack. VoiceXML IVR platforms (like Genesys GVP, Avaya AAEP) or open-source telephony platforms like Asterisk and FreeSWITCH primarily use MRCP to communicate with Speech Services like ASR and TTS. With Voicegain’s MRCP ASR, enterprises can build and launch Conversational IVRs without upgrading their telephony stack.



Architecture

Voicegain’s MRCP ASR can be accessed as a cloud service (as shown in diagram below) or deployed in Client’s datacenter.



Key Features:

1. Support Large Vocabulary Speech-to-Text for conversational IVR
2. Support for Traditional Speech and DTMF Grammars (SRGS, JSGF) including a full set of built-in grammars
3. High Accuracy that can further enhanced with model adaptations like hints, pronunciations and acoustic model training
4. Deploy on both CPU and GPU-based (recommended) hardware
5. Support for On-Premise (docker or kubernetes) or access over Cloud
6. Sensitivity settings to control speech
7. Languages Supported - English and Spanish; In Beta - French, German, Hindi and Portuguese
8. Language detection
9. Tuning Tool to test and tune both grammar-based recognition and large-vocabulary transcription

Drop-In Replacement

Voicegain MRCP ASR is a “drop-in” replacement for any MRCP Grammar-based ASR (e.g. Nuance). This is because Voicegain supports traditional SRGS or GRXML based Speech grammars while also supporting large vocabulary Speech-to-Text. Voicegain supports the same inbuilt grammars as the most popular ASR engines so developers would not need to make even a single line of code change to their application while upgrading their ASR.

Standards Support

Voicegain supports all the standards including MRCP, GRXML, SRGS, NLSML, and SSML.

Continuous Improvement

Voicegain MRCP ASR can be tuned with additional labeled datasets (i.e audio to 100% accurate transcripts) for improved accuracy. Voicegain also offers the GREG tool that helps speech scientists to analyze and collect training data and tune speech recognition performance.

HA Configuration for On-Premise Deployment

Voicegain MRCP ASR can be deployed in Client’s datacenter in a HA (highly-available) configuration. Voicegain can be deployed on Kubernetes-cluster – whether on bare-metal or in a private cloud (most of which offer managed Kubernetes options). Voicegain recommends NVIDIA GPU-based compute instances for applications that need to support high concurrency. Voicegain also supports a docker setup on virtualized hardware for low concurrency applications.

Logging, Monitoring & Alerts

Voicegain MRCP ASR platforms is instrumented with a full logs, alerts, and metrics to track performance and monitor resource usage. These metrics can be sent to a client’s Grafana dashboard and the alerts can be sent to a real-time monitoring service like Pager-Duty.

About Voicegain

Voicegain is a deep-learning-based Voice AI platform that enables businesses of any size automate and extract real-time or batch insights from voice interactions. The platform includes a full suite of APIs and Apps that seamless integrate with a wide range of cloud and premise-based telephony platforms. The Voicegain platform can be accessed as a cloud service or deployed on-premise in a datacenter.

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