

2.5 VoiceXML

What is VoiceXML?

The Voice eXtensible Markup Language (VoiceXML) is an XML- based markup language for creating distributed voice applications that users can access from any telephone.

VoiceXML is an emerging industry standard defined by the VoiceXML Forum, of which IBM is a founding member. It has been accepted for submission by the World Wide Web Consortium (W3C) as a standard for voice markup on the Web.

The VoiceXML language lets you use a familiar markup style and Web server-side logic to deliver voice content to the Internet. The VoiceXML applications you create can interact with your existing back-end business data and logic.

Users interact with these Web-based voice applications by speaking or by pressing telephone keys rather than through a graphical user interface.

VoiceXML supports dialogs that feature:

- Spoken input
- Telephone keypad input
- Recording of spoken input
- Synthesized speech output ("text-to-speech")
- Recorded audio output
- Telephony features such as call transfer and disconnect
- Dialog flow control
- Scoping of input