



Voice: User Interface Design (Hardback)

By Michael H. Cohen, James P. Giangola, Jennifer Balogh

Pearson Education (US), United States, 2004. Hardback. Book Condition: New. 234 x 178 mm. Language: English . Brand New Book. This book is a comprehensive and authoritative guide to voice user interface (VUI) design. The VUI is perhaps the most critical factor in the success of any automated speech recognition (ASR) system, determining whether the user experience will be satisfying or frustrating, or even whether the customer will remain one. This book describes a practical methodology for creating an effective VUI design. The methodology is scientifically based on principles in linguistics, psychology, and language technology, and is illustrated here by examples drawn from the authors work at Nuance Communications, the market leader in ASR development and deployment. The book begins with an overview of VUI design issues and a description of the technology. The authors then introduce the major phases of their methodology. They first show how to specify requirements and make high-level design decisions during the definition phase. They next cover, in great detail, the design phase, with clear explanations and demonstrations of each design principle and its real-world applications. Finally, they examine problems unique to VUI design in system development, testing, and tuning. Key principles are illustrated with...

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