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SIGOS launches a new test device on the market for voice response systems

Voice response services used for instance to check a mobile phone mailbox are a common feature of everyday life. Whether these function correctly is currently tested by mobile phone operators using inconvenient manual tests. There is however a simpler solution. SIGOS Systemintegration GmbH, Nuremberg is now launching an automatic test device on the market that will be presented to the international specialist trade at the 3GSM World Congress in Cannes.

The new SIGOS product, the IVR tester is designed to automatically test interactive voice response systems „Press one for your current account balance, press two to change your PIN...” These voice response systems, in technical terms IVR („Interactive Voice Response“) systems are encountered by mobile phone users everyday and for this reason, their efficient operation is extremely important to users.

IVR systems are however sophisticated and difficult to test using conventional methods. With its innovation, SIGOS Systemintegration GmbH, Nuremberg has facilitated this task. Its new IVR tester is designed so that even sophisticated speech menus may be recorded, recognised and rendered as text right down to the last level. The network operators and manufacturers of such IVR systems, whom SIGOS is mainly addressing with this system, may thus simply evaluate whether the right voice responses have been selected.

The test device which operates both as a stand-alone system and as an integral part of an extensive test system, runs through IVR systems automatically by recording the voice responses and then, by sending a stimulus, jumps to the next menu. Complicated test runs in which frustrated employees must manually telephone IVR systems – at present to a large extent standard practice - thus become a thing of the past.

The new road embarked on by SIGOS is notable due to its speaker independence; while the majority of existing voice detectors compare the specified audio file with the recorded one (wave table comparison), the SIGOS tester features a phonem-based system that converts speech into text and as such remains speaker-independent. Consequently, for the test device it is of little importance who speaks the actual voice response text or whether text modules were changed.

SIGOS is convinced that with this product it has hit on the pulse of the times. “The situations in which people communicate with a speaking machine will increase still further in the near future” believes Martin Löhlein, head of the company’s research and development department „and thus also does the need for testing voice-based services.“ Testing such systems is essential for network operators to assure the quality of their services and thus keep their customers.

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