Definitive VoiceXML

DEFINITIVE

Voice XML

- Code examples and UML diagrams provided for each VoiceXML element
- Fully developed VoiceXML applications using Java servlets, JSP, and .NET
- Detailed coverage of text-to-speech and automatic speech recognition technologies

ADAM HOCEK · DAVID CUDDIHY

THE CHARLES F. GOLDFARB DEFINITIVE XML SERIES
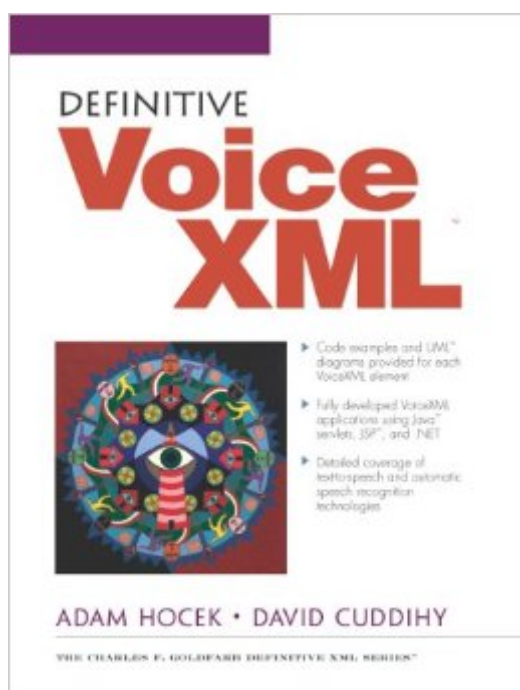
Synopsis

Definitive VoiceXML bridges the gap between enterprise and telephony developers, thoroughly addressing the unique challenges of building business voice systems and voice-enabling existing systems. Includes in-depth coverage of VoiceXML programming; effective architectural approaches; and detailed application case studies utilizing VoiceXML, Java servlets, JSP, and .NET. One of the first books to cover the new VXML 2.0, SRGF, and SSML specifications.

Book Information

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Customer Reviews

I seldom write reviews for books on , but I just had to do it for this excellent book. This book is by far the best resource for building enterprise caliber voice applications. I have purchased 5 other VXML books and none of them delivers the information that this book does. This book not only delivered the content I needed, but it's comprehensive and deals with complex issues in a simplified fashion. The real highlights of this book are Chapters 4 and 5. Chapter 4 explains Enterprise applications, possible architectures for dealing with state, and interacting with a backend. Chapter 5 deals with more of a deployment and physical architectural angle. Get it for those two chapters alone.The only thing that I found missing was techniques for versioning a voice application (No not the CVS source-code control type versioning). I mean having the same backend server provide different content to the same voice browser and techniques on structuring your application to smoothly transition from one set of content to another. For example, the voice browser cache is full of old

static content - how can I gracefully switch to new content without forcing a dump of the existing cache through the HTTP headers or some other external mechanism - It has to do with using relative pathing beneath the application root document for vxml scripts and static content. Some information about Browser to Browser interactions might also be nice - but I recognize the VBI specs are just emerging.Anyway, anyone thinking of building a real voice application with speech recognition and integration to backend applications and data should definitely add this book to their library. It has helped me tremendously. Two thumbs up!

This book is really two books in one. A VXML tutorial and an overview of all the technologies used to build voice applications. The authors, in the overview portions, have presented detailed information yet have made it manageable enough to allow the reader to gain a good hold of the material without getting lost in the detail. Where the book really stands out though is in the VXML tutorial. The tutorial is written in a layered fashion in which the basic concepts are presented before moving on to the next more advanced feature. At each step an example is used to help make the concepts concrete. I loved the fact that the authors never underestimate the my intelligence nor did they seek to impress the me with their advanced knowledge. I was very happy to find this in a recently published technical book. I was able to move quickly though the tutorial building on the example presented. I bought the book hoping to come up to speed on new voice application technologies having been out of that field for many years. The book has done that and I consider it one of my better tech book buys.

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