

Large Number of Invalid Entries for Speech Recognition

Problem Summary	Large number of invalid entries for speech recognition
Error Message	None.
Possible Cause	Unified CM has an incorrectly configured service parameter.
Recommended Action	<p>When the Speech recognition server recognizes voice input, it determines a confidence score that signifies how confident the server is that it correctly matched caller input. This confidence score is anywhere from 0 to 1.0 where 1.0 is 100% confidence that the grammar match is correct.</p> <p>By default, Customer Voice Portal tells the Speech recognition server to throw an invalid entry error for all confidences below 0.7 or 70% for GetDigits and Menu and 0.5 or 50% for GetSpeech. For some applications, this value is too high and results in false invalid entry errors.</p> <p>Consult the ASR vendor to determine if the default confidence thresholds used by Customer Voice Portal (0.7 for GetDigits and Menu, 0.5 for GetSpeech) is incorrect for your applications. If the default values are indeed incorrect and need to be changed, the Customer Voice Portal templates needs to be adjusted. Contact Cisco TAC for instructions on template modification.</p>
Release	Release 7.0(2)
Associated CDETS #	None.