

Large Number of No Matches for Speech Recognition

| | |
|---------------------------|--|
| Problem Summary | There are a large number of no matches for speech recognition. |
| Error Message | None |
| Possible Cause | Speech recognition confidence threshold is set too high. |
| 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. By default, Unified CVP 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 Unified CVP (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 Unified CVP templates need to be adjusted. Contact your support contact for instructions on template modification.</p> |
| Release | Release 7.0(2) |
| Associated CDETS # | None. |