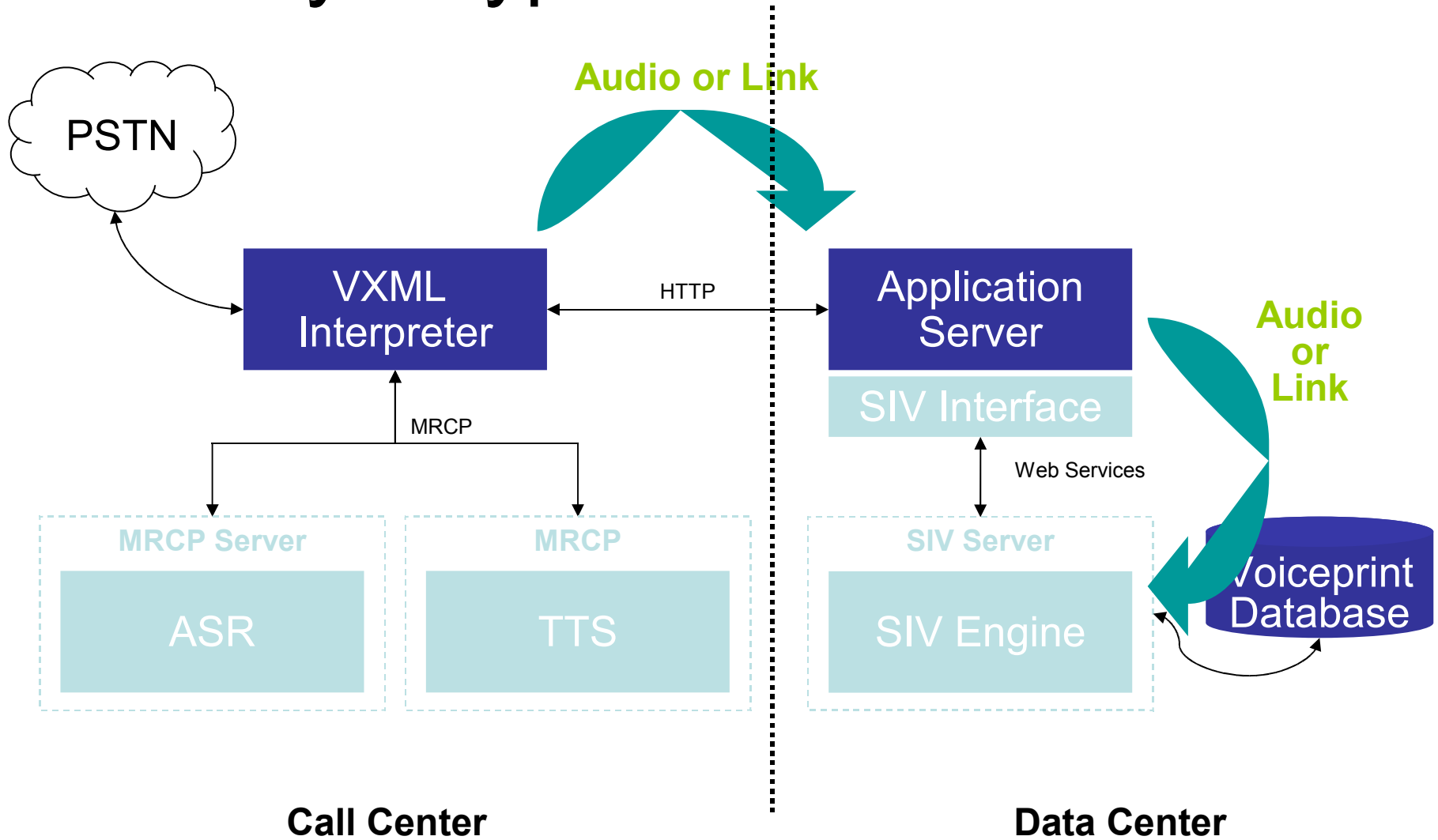


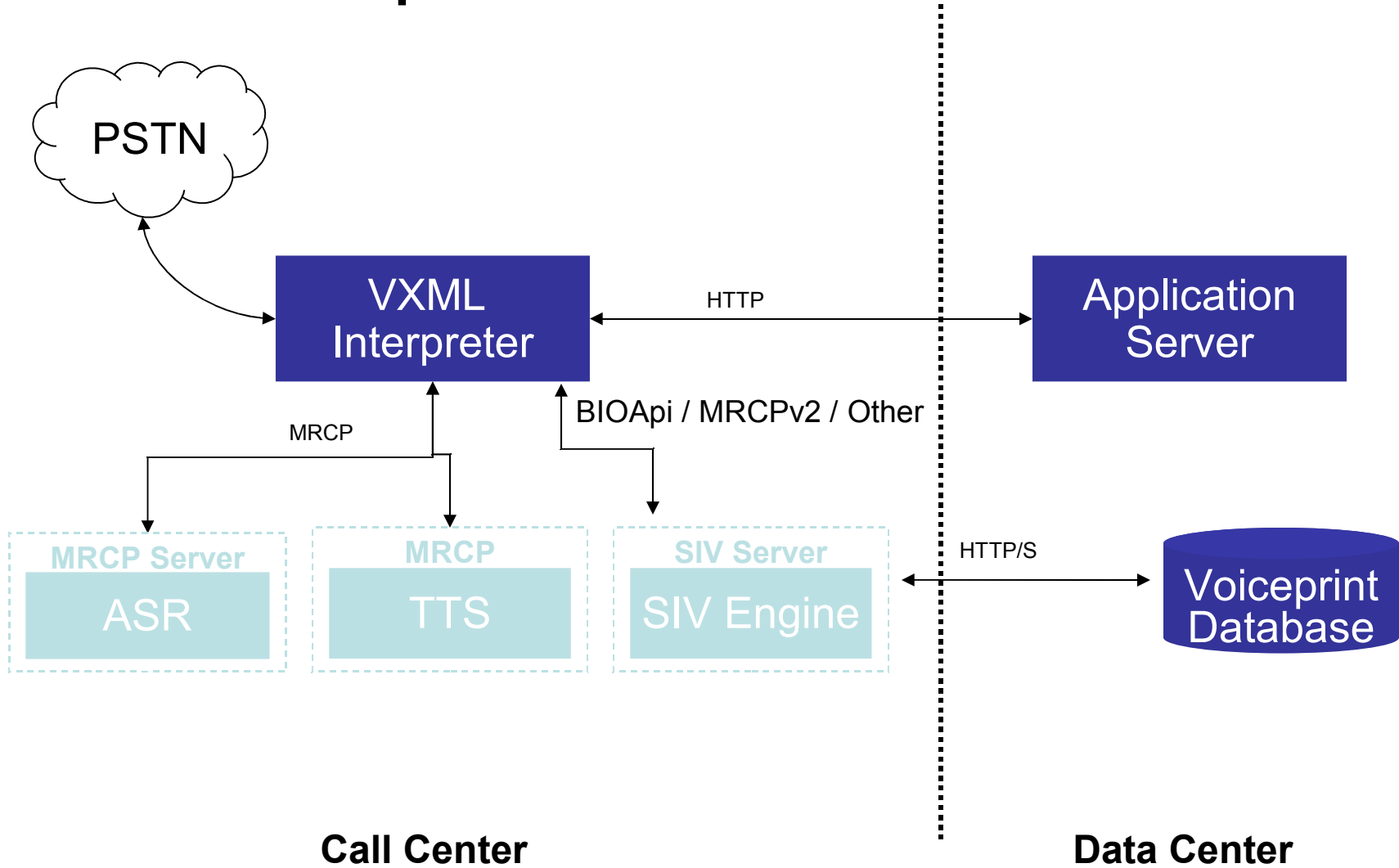
VoiceXML 3 SIV Extensions

Pros and Cons

Today's Typical SIV Architecture



Proposed SIV Architecture



SIV access through Browser Advantages

- Simpler credential collection
 - Prompt, Grammar ASR, SIV all controllable via VXML
- Reduced Customer Perceived latency
 - Streaming Authentication
 - Parallel ASR/SIV
- Potential for improved ASR/SIV accuracy
 - Shared information between engine(s)
- Single engine for app developers
 - Fewer moving parts
- Local/Offline processing available

SIV access through Browser Disadvantages

- “Security Concerns”
 - Access Controls for SIV now applied in call center
 - Audio in Transit
 - Comparison occurring in call center vs. data center
- Less extensible for non-call center apps?
 - Agent access to SIV
 - Web based access to SIV
- Lowest common denominator?
 - Some defined functionality may not be available from some vendors
 - Some vendors may have functionality beyond what is in the spec
- SIV Results/Config exposed in the call center
 - Solution might be through encryption of messages