Voice on the Web

VBWG Overview and Goals
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Why this overview?

Voice is underutilized in web applications
today because many web developers
aren't aware of its potential

Why does it matter?

"As HTML is to the visual user interface for the web, VoiceXML is to the verbal user interface for the web"

- While visual is often the best output, for many apps voice is the best input

    - Voice form filling cuts through menu trees ("I'd like to use my MasterCard")

    - Mobile voice search ("Sweaters near the coliseum")

- Accessibility needs == eyes/hands busy?

- Illiterate populations

VBWG Goals

- Enable Voice on the Web

- Remain "the obvious group" for voice specification development

Historically (10+ yrs!)

- VBWG driven by Call Center Telephony needs

  - Initially lack of standards

  - Scalability crucial

  - (Expensive) UI rendering must live in the network

  - Voice standards based on web architecture was novel

Today

- VBWG driven by mobile device needs

  - Multimodal apps (small screen, eyes/hands busy)

  - Local context (location, local search)

  - Greater flexibility with easier coding

Unique

- VBWG uniquely suited to address voice needs

    - We are the experts on existing widely used web standards around voice

    - Familiar with network constraints for voice

    - Understand imprecision of the technology (think Geo) and the medium ("um, like, you know?")

Our Initiatives

- Get the message out: voice is a core part of the current and future web. It is not simple, but neither is it too complex.

- Make HTML, Voice, and other W3C specs play well together

- Broaden VoiceXML flexibility to

  - allow for simpler targeted profiles

  - simplify UI customization

We need YOU

- to showcase Voice technologies by using it at W3C

  - free and easy to use at evolution.voxeo.com, studio.tellme.com, or cafe.bevocal.com

- to help us get HTML and Voice experts together

  - determine how apps with both Voice and HTML should interact

  - resolve technical issues for integration on mobile devices