

## Speech Application Customer Questionnaire

*This following questionnaire can be used a guide for collecting high-level requirements for converting a DTMF application to speech. Based upon responses to these questions, a rough estimate of the effort required for the conversion can be determined using the Speech Application Cost Estimation Table.*

1. What many languages/dialects does the application support? Check all that apply.

U.S. English _____	U.K English _____
Canadian French _____	Latin American Spanish _____
Canadian English _____	other (please specify) _____

2. Does the application access external interfaces or databases to retrieve or store information or to allow callers to conduct transactions?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, how many different types of host transactions does the application include?

\_\_\_\_\_

How many would you classify as simple? \_\_\_\_\_

How many would you classify as complex? \_\_\_\_\_

3. If external interfaces or databases are accessed, does a customized interface need to be built? Check one.

Yes \_\_\_\_\_ No \_\_\_\_\_ Not Applicable \_\_\_\_\_

4. Please fill out the following table to indicate the type of inputs that are collected from the caller.

Input Type	Check If Used	How Many Different Ones?	Size (for Menus or Lists only)	Does the range of acceptable values change?
<b>Menus</b>				
<b>Digit strings</b>				
<b>Alphanumeric strings</b>				
<b>Names</b>				
<b>Street Addresses</b>				
<b>SSN</b>				
<b>Credit Card</b>				

Attachment 1

<b>Numbers</b>				
<b>Dates</b>				
<b>Times</b>				
<b>Money Amounts</b>				
<b>Yes/No</b>				
<b>Geographical locations</b>				
<b>U.S. Zip codes</b>				
<b>Account numbers</b>				
<b>Selection from list of items (not listed earlier)</b>				

5. How many different reports are required?

Standardized IR \_\_\_\_\_  
 Customized \_\_\_\_\_  
 Total \_\_\_\_\_

6. Does the application require CTI integration? Yes \_\_\_\_\_ No \_\_\_\_\_

7. How will DTMF be used in the new application? Check one.

Not At All \_\_\_\_\_  
 For entry of digit strings only \_\_\_\_\_  
 As backup for the entire application \_\_\_\_\_

8. Approximately how many different input states does your current application have? Check one.

1 to 10 \_\_\_\_\_  
 11 to 30 \_\_\_\_\_  
 More than 30 \_\_\_\_\_