

# **VISVESVARAYA TECHNOLOGICAL UNIVERSITY**

Santhi Bastawad Road, Machhe, Belgaum- 590014, KARNATAKA



**Project Report**

**On**

## **“INTERACTIVE VOICE RESPONSE SYSTEM FOR COLLEGE AUTOMATION”**

Submitted in partial fulfillment of requirements for the award of degree  
of

### **BACHELOR OF ENGINEERING IN ELECTRONICS AND COMMUNICATION**

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## **ABSTRACT**

In today's competitive world any business must build flexible systems that adapt easily to evolving requirements of the critical business processes. IVRS is one such system that transforms the traditional business model into customer centric model. IVRS is historically interactive speech memory driven that walk the caller through a series of prompts where they respond to questions by pressing the combination of one or more buttons of the phone key pad. The decision tree associated with the prompts and the responses will route the caller to information they desire. These IVRS systems are typically utilized to check bank account balance, buy and sell stocks, check the show times for your favourite movie. In telephony, Intelligent Voice Response, or IVR, is a phone technology that allows a computer to detect voice and touch tones using a normal phone call. The IVR system can respond with pre-recorded or dynamically generated audio to further direct callers on how to proceed. IVR systems can be used to control almost any function where the interface can be broken down into a series of simple menu choices. Once constructed IVR systems generally scale well to handle large call volumes.