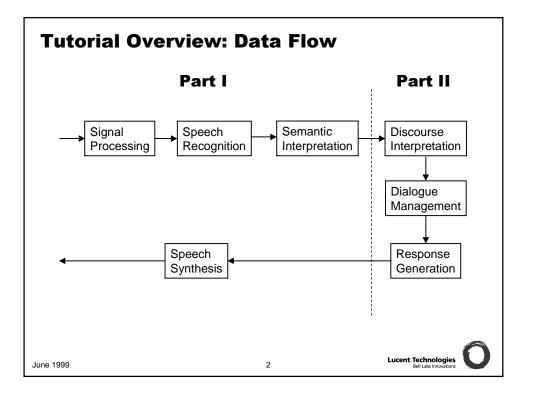
Spoken Dialogue Systems

Bob Carpenter and Jennifer Chu-Carroll

June 20, 1999





Speech and Audio Processing

- Signal processing:
 - Convert the audio wave into a sequence of feature vectors
- Speech recognition:
 - Decode the sequence of feature vectors into a sequence of words
- Semantic interpretation:
 - Determine the meaning of the recognized words
- Speech synthesis:
 - Generate synthetic speech from a marked-up word string

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Tutorial Overview: Outline

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 - language modeling
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- Speech synthesis

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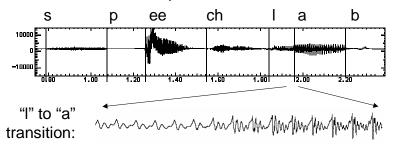
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Acoustic Waves

- Human speech generates a wave
 - like a loudspeaker moving
- A wave for the words "speech lab" looks like:



Graphs from Simon Arnfield's web tutorial on speech, Sheffield: http://lethe.leeds.ac.uk/research/cogn/speech/tutorial/

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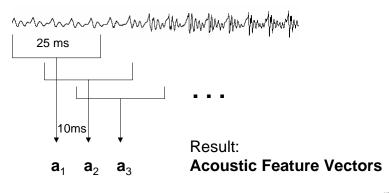
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Acoustic Sampling

- 10 ms frame (ms = millisecond = 1/1000 second)
- ~25 ms window around frame to smooth signal processing



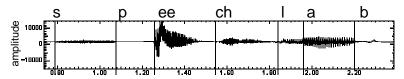
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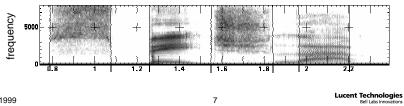


Spectral Analysis

- Frequency gives pitch; amplitude gives volume
 - sampling at ~8 kHz phone, ~16 kHz mic (kHz=1000 cycles/sec)



- Fourier transform of wave yields a spectrogram
 - darkness indicates energy at each frequency
 - hundreds to thousands of frequency samples

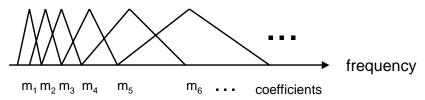


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Acoustic Features: Mel Scale Filterbank

- Derive Mel Scale Filterbank coefficients
- Mel scale:
 - models non-linearity of human audio perception
 - $\text{ mel(f)} = 2595 \log_{10}(1 + f / 700)$
 - roughly linear to 1000Hz and then logarithmic
- Filterbank
 - collapses large number of FFT parameters by filtering with ~20 triangular filters spaced on mel scale



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Cepstral Coefficients

 Cepstral Transform is a discrete cosine transform of log filterbank amplitudes:

$$c_i = (2/N)^{1/2} \sum_{j=1}^{N} \log m_j \cos \left(\frac{\pi i}{N} (j - 0.5) \right)$$

- Result is ~12 Mel Frequency Cepstral Coefficients (MFCC)
- Almost independent (unlike mel filterbank)
- Use Delta (velocity / first derivative) and Delta² (acceleration / second derivative) of MFCC (+ ~24 features)

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Additional Signal Processing

- Pre-emphasis prior to Fourier transform to boost high level energy
- Liftering to re-scale cepstral coefficients
- Channel Adaptation to deal with line and microphone characteristics (example: cepstral mean normalization)
- Echo Cancellation to remove background noise (including speech generated from the synthesizer)
- Adding a **Total (log) Energy** feature (+/- normalization)
- End-pointing to detect signal start and stop

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Properties of Recognizers

- Speaker Independent vs. Speaker Dependent
- Large Vocabulary (2K-200K words) vs. Limited Vocabulary (2-200)
- Continuous vs. Discrete
- Speech Recognition vs. Speech Verification
- Real Time vs. multiples of real time
- Spontaneous Speech vs. Read Speech
- Noisy Environment vs. Quiet Environment
- High Resolution Microphone vs. Telephone vs. Cellphone

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- · Adapt to speaker vs. non-adaptive
- Low vs. High Latency
- · With online incremental results vs. final results

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The Speech Recognition Problem

- Bayes' Law
 - P(a,b) = P(a|b) P(b) = P(b|a) P(a)
 - Joint probability of a and b = probability of b times the probability of a given b
- The Recognition Problem
 - Find most likely sequence w of "words" given the sequence of acoustic observation vectors a
 - Use Bayes' law to create a generative model
 - $ArgMax_{\mathbf{W}} P(\mathbf{w}|\mathbf{a}) = ArgMax_{\mathbf{W}} P(\mathbf{a}|\mathbf{w}) P(\mathbf{w}) / P(\mathbf{a})$ = $ArgMax_{\mathbf{W}} P(\mathbf{a}|\mathbf{w}) P(\mathbf{w})$

Acoustic Model: P(a|w)
 Language Model: P(w)

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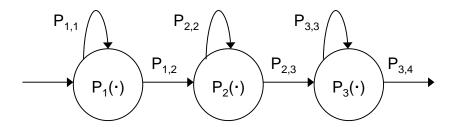
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Hidden Markov Models (HMMs)

- HMMs provide generative acoustic models P(a|w)
- probabilistic, non-deterministic finite-state automaton
 - state n generates feature vectors with density P_n
 - transitions from state j to n are probabilistic P_{in}



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HMMs: Single Gaussian Distribution

$$P_{1,1}$$
 $P_{2,2}$ $P_{3,3}$ $P_{3,4}$ $P_{3,4}$ $P_{3,4}$

- Outgoing likelihoods: $\sum_{n} P_{i,n} = 1$
- Feature vector ${\bf a}$ generated by normal density (Gaussian) with mean η and covariance matrix Σ

$$P_n(\mathbf{a}) = \mathbf{N}(\mathbf{a} \mid \boldsymbol{\eta}_n, \boldsymbol{\Sigma}_n)$$

$$= (2\pi)^{-d/2} |\boldsymbol{\Sigma}_n|^{-1/2} \exp(-\frac{1}{2}(\mathbf{a} - \boldsymbol{\eta}_n)^T \boldsymbol{\Sigma}_n^{-1}(\mathbf{a} - \boldsymbol{\eta}_n))$$

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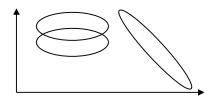
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HMMs: Gaussian Mixtures

- To account for variable pronunciations
- Each state generates acoustic vectors according to a **linear** combination of m Gaussian models, weighted by λ_m :

$$P_n(\mathbf{a}) = \sum_{m} \lambda_{n,m} N(\mathbf{a} \mid \boldsymbol{\eta}_{n,m}, \boldsymbol{\Sigma}_{n,m})$$



Three-component mixture model in two dimensions

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Acoustic Modeling with HMMs

- Train HMMs to represent subword units
- Units typically segmental; may vary in granularity
 - phonological (~40 for English)
 - phonetic (~60 for English)
 - context-dependent triphones (~14,000 for English): models temporal and spectral transitions between phones
 - silence and noise are usually additional symbols
- Standard architecture is three successive states per phone:

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Pronunciation Modeling

- Needed for speech recognition and synthesis
- Maps orthographic representation of words to sequence(s) of phones
- Dictionary doesn't cover language due to:
 - open classes
 - names
 - inflectional and derivational morphology
- Pronunciation variation can be modeled with multiple pronunciation and/or acoustic mixtures
- If multiple pronunciations are given, estimate likelihoods
- Use rules (e.g. assimilation, devoicing, flapping), or statistical transducers

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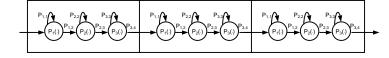


Lexical HMMs

- Create compound HMM for each lexical entry by concatenating the phones making up the pronunciation
 - example of HMM for 'lab' (following 'speech' for crossword triphone)

triphone: che phone:

I-**a**+b a a-**b**+# b



- Multiple pronunciations can be weighted by likelihood into compound HMM for a word
- (Tri)phone models are independent parts of word models

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HMM Training: Baum-Welch Re-estimation

- Determines the probabilities for the acoustic HMM models
- Bootstraps from initial model
 - hand aligned data, previous models or flat start
- Allows embedded training of whole utterances:
 - transcribe utterance to words $\mathbf{W}_1, \dots, \mathbf{W}_k$ and generate a compound HMM by concatenating compound HMMs for words: $\mathbf{m}_1, \dots, \mathbf{m}_k$
 - calculate acoustic vectors: **a**₁,...,**a**_n
- Iteratively converges to a new estimate
- Re-estimates all paths because states are hidden
- Provides a maximum likelihood estimate
 - model that assigns training data the highest likelihood

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Probabilistic Language Modeling: History

- Assigns probability P(w) to word sequence w = w₁, w₂,...,w_k
- Bayes' Law provides a history-based model:

$$P(w_1, w_2, ..., w_k)$$

$$= P(w_1) P(w_2|w_1) P(w_3|w_1,w_2) \cdots P(w_k|w_1,...,w_{k-1})$$

• Cluster histories to reduce number of parameters

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N-gram Language Modeling

n-gram assumption clusters based on last n-1 words

-
$$P(w_j|w_1,...,w_{j-1}) \sim P(w_j|w_{j-n-1},...,w_{j-2},w_{j-1})$$

- unigrams ~ P(w_i)
- bigrams $\sim P(w_i|w_{i-1})$
- trigrams ~ $P(w_i|w_{i-2}, w_{i-1})$
- Trigrams often interpolated with bigram and unigram:

$$\hat{P}(w_3 \mid w_1, w_2) = \lambda_3 \frac{F(w_3 \mid w_1, w_2)}{\sum_k F(w_k \mid w_1, w_2)} + \lambda_2 \frac{F(w_3 \mid w_2)}{\sum_k F(w_k \mid w_2)} + \lambda_1 \frac{F(w_3)}{\sum_k F(w_k)}$$

- the λ_i typically estimated by maximum likelihood estimation on held out data (F(.|.)) are relative frequencies)
- many other interpolations exist (another standard is a non-linear backoff)

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Extended Probabilistic Language Modeling

- Histories can include some indication of semantic topic
 - latent-semantic indexing (vector-based information retrieval model)
 - topic-spotting and blending of topic-specific models
 - dialogue-state specific language models
- Language models can adapt over time
 - recent history updates model through re-estimation or blending
 - often done by boosting estimates for seen words (triggers)
 - new words and/or pronunciations can be added
- Can estimate category tags (syntactic and/or semantic)
 - Joint word/category model: P(word₁:tag₁,...,word_k:tag_k)
 - example: P(word:tag|History) ~ P(word|tag) P(tag|History)

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Finite State Language Modeling

- Write a finite-state task grammar (with non-recursive CFG)
- Simple Java Speech API example (from user's guide):

- Typically assume that all transitions are equi-probable
- Technology used in most current applications
- Can put semantic actions in the grammar

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Information Theory: Perplexity

- Perplexity is standard model of recognition complexity given a language model
- Perplexity measures the conditional likelihood of a corpus, given a language model P(.):

$$PP(w_1,...,w_N) = P(w_1,...,w_N)^{-1/N}$$

- · Roughly the number of equi-probable choices per word
- Typically computed by taking logs and applying historybased Bayesian decomposition:

$$\log_2 PP = -1/N \sum_{n=1}^{N} \log_2 P(w_n \mid w_1, ..., w_{n-1})$$

• But lower perplexity doesn't guarantee better recognition

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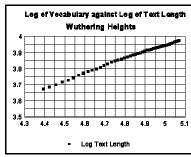
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Zipf's Law

- Lexical frequency is inversely proportional to rank
 - Frequency(n) = Frequency of n-th most frequent word
 - **Zipf's Law**: Frequency(Rank) = Frequency(1)/Rank
 - Thus: log Frequency(Rank) ∞ log Rank



From G.R. Turner's web site on Zipf's law: http://www.btinternet.com/~g.r.turner/ZipfDoc.htm

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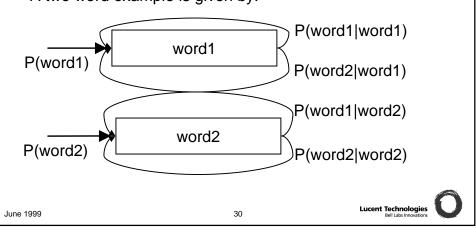
Vocabulary Acquisition

- IBM personal E-mail corpus of PDB (by R.L. Mercer)
- static coverage is given by most frequent n words
- dynamic coverage is most recent *n* words

	Vocabulary	Static Coverage	Dynamic Coverage	Text Size
	5,000	92.5	95.5	56,000
	10,000	95.9	98.2	240,000
	15,000	97.0	99.0	640,000
	20,000	97.6	99.5	1,300,000
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Language HMMs

- Can take HMMs for each word and combine into a single HMM for the whole language (allows **cross-word** models)
- Result is usually too large to expand statically in memory
- A two word example is given by:



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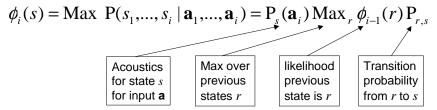
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HMM Decoding

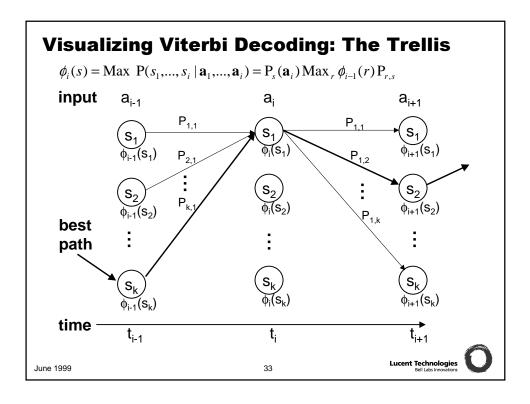
- Decoding Problem is finding best word sequence:
 - ArgMax $w_1, \dots, w_m P(w_1, \dots, w_m | a_1, \dots, a_n)$
- \bullet Words $w_1...w_{\mbox{\scriptsize m}}$ are fully determined by sequences of states
- Many state sequences produce the same words
- The Viterbi assumption:
 - the word sequence derived from the most likely path will be the most likely word sequence (as would be computed over all paths)



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Viterbi Search: Dynamic Programming Token Passing

- Algorithm:
 - Initialize all states with a token with a null history and the likelihood that it's a start state
 - For each frame a_k
 - For each token t in state s with probability P(t), history H
 - For each state r
 - » Add new token to s with probability $P(t) P_{s,r} P_r(a_k)$, and history s.H
- Time synchronous from left to right
- · Allows incremental results to be evaluated

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Pruning the Search Space

- Entire search space for Viterbi search is much too large
- Solution is to prune tokens for paths whose score is too low
- Typical method is to use:
 - histogram: only keep at most n total hypotheses
 - beam: only keep hypotheses whose score is a fraction of best score
- Need to balance small n and tight beam to limit search and minimal search error (good hypotheses falling off beam)
- HMM densities are usually scaled differently than the discrete likelihoods from the language model
 - typical solution: boost language model's dynamic range, using $P(\mathbf{w})^n$ $P(\mathbf{a}|\mathbf{w})$, usually with with $n \sim 15$
- Often include penalty for each word to favor hypotheses with fewer words

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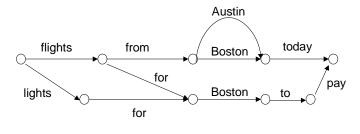
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N-best Hypotheses and Word Graphs

- Keep multiple tokens and return n-best paths/scores:
 - p1 flights from Boston today
 - p2 flights from Austin today
 - p3 flights for Boston to pay
 - p4 lights for Boston to pay
- Can produce a packed word graph (a.k.a. lattice)
 - likelihoods of paths in lattice should equal likelihood for n-best



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Search-based Decoding

- A* search:
 - Compute all initial hypotheses and place in priority queue
 - For best hypothesis in queue
 - extend by one observation, compute next state score(s) and place into the queue
- Scoring now compares derivations of different lengths
 - would like to, but can't compute cost to complete until all data is seen
 - instead, estimate with simple normalization for length
 - usually prune with beam and/or histogram constraints
- Easy to include unbounded amounts of **history** because no collapsing of histories as in dynamic programming n-gram
- Also known as **stack decoder** (priority queue is "stack")

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Multiple Pass Decoding

- Perform multiple passes, applying successively more finegrained language models
- Can much more easily go beyond finite state or n-gram
- Can use for Viterbi or stack decoding
- Can use word graph as an efficient interface
- Can compute likelihood to complete hypotheses after each pass and use in next round to tighten beam search
- First pass can even be a free phone decoder without a word-based language model

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Measuring Recognition Accuracy

- *Insertions* + *Deletions* + *Substitutions* Word Error Rate = Words
- Example scoring:
 - actual utterance: four six seven nine three three seven – recognizer: four oh six seven five three seven insert subst delete
 - WER: (1 + 1 + 1)/7 = 43%
- Would like to study concept accuracy
 - typically count only errors on content words [application dependent]
 - ignore case marking (singular, plural, etc.)
- For word/concept spotting applications:
 - recall: percentage of target words (concept) found
 - precision: percentage of hypothesized words (concepts) in target

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Empirical Recognition Accuracies

- Cambridge HTK, 1997; multipass HMM w. lattice rescoring
- **Top Performer** in ARPA's HUB-4: Broadcast News Task
- 65,000 word vocabulary; Out of Vocabulary: 0.5%
- Perplexities:
 - word bigram: 240 (6.9 million bigrams) - backoff trigram of 1000 categories: 238 (803K bi, 7.1G tri) - word trigram: 159 (8.4 million trigrams) word 4-gram: 147
 - word 4-gram + category trigram: 137
- Word Error Rates:
 - clean, read speech: 9.4%
 - clean, spontaneous speech: 15.2%
 - low fidelity speech: 19.5%

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(8.6 million 4-grams)



Empirical Recognition Accuracies (cont'd)

- Lucent 1998, single pass HMM
- Typical of real-time telephony performance (low fidelity)
- 3,000 word vocabulary; Out of Vocabulary: 1.5%
- Blended models from customer/operator & customer/system
- Perplexities customer/op customer/system
 - bigram: 105.8 (27,200) 32.1 (12,808) - trigram: 99.5 (68,500) 24.4 (25,700)
- Word Error Rate: 23%
- Content Term (single, pair, triple of words) Precision/Recall

one-word terms: 93.7 / 88.4two-word terms: 96.9 / 85.4three-word terms: 98.5 / 84.3

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Confidence Scoring and Rejection

- Alternative to standard acoustic density scoring
 - compute HMM acoustic score for word(s) in usual way
 - baseline score for an anti-model
 - compute hypothesis ratio (Word Score / Baseline Score)
 - test hypothesis ratio vs. threshold
- Can be applied to:
 - free word spotting (given pronunciations)
 - (word-by-word) acoustic confidence scoring for later processing
 - verbal information verification
 - existing info: name, address, social security number
 - · password

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Semantic Interpretation: Word Strings

- Content is just words
 - System: What is your address?
 - User: fourteen eleven main street
- Can also do concept extraction / keyword(s) spotting
 - User: My address is fourteen eleven main street
- Applications
 - template filling
 - directory services
 - information retrieval

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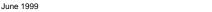


Semantic Interpretation: Pattern-Based

- Simple (typically regular) patterns specify content
- ATIS (Air Traffic Information System) Task:
 - System: What are your travel plans?
 - User: [On Monday], I'm going [from Boston] [to San Francisco].
 - Content: [DATE=Monday, ORIGIN=Boston, DESTINATION=SFO]
- Can combine content-extraction and language modeling
 - but can be too restrictive as a language model
- Java Speech API: (curly brackets show semantic 'actions')

```
public <command> = <action> [<object>] [<polite>];
    <action> = open {OP} | close {CL} | move {MV};
    <object> = [<this_that_etc>] window | door;
    <this_that_etc> = a | the | this | that | the current;
    <polite> = please | kindly;
```

Can be generated and updated on the fly (eg. Web Apps)





Semantic Interpretation: Parsing

- In general case, have to uncover who did what to whom:
 - System: What would you like me to do next?
 - User: Put the block in the box on Platform 1. [ambiguous]
 - System: How can I help you?
 - User: Where is A Bug's Life playing in Summit?
- Requires some kind of parsing to produce relations:
 - Who did what to whom: ?(where(present(in(Summit,play(BugsLife)))))
 - This kind of representation often used for machine translation
- Often transferred to flatter frame-based representation:
 - Utterance type: where-question
 - Movie: A Bug's Life

- Town: Summit

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Robustness and Partiality

- Controlled Speech
 - limited task vocabulary; limited task grammar
- Spontaneous Speech
 - Can have high out-of-vocabulary (OOV) rate
 - Includes restarts, word fragments, omissions, phrase fragments, disagreements, and other disfluencies
 - Contains much grammatical variation
 - Causes high word error-rate in recognizer
- Parsing is often partial, allowing:
 - omission
 - parsing fragments

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Recorded Prompts

- The simplest (and most common) solution is to record prompts spoken by a (trained) human
- Produces human quality voice
- · Limited by number of prompts that can be recorded
- · Can be extended by limited cut-and-paste or template filling

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- Rule-based Synthesis
 - Uses linguistic rules (+/- training) to generate features
 - Example: DECTalk
- Concatenative Synthesis
 - Record basic inventory of sounds
 - Retrieve appropriate sequence of units at run time
 - Concatenate and adjust durations and pitch
 - Waveform synthesis

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Diphone and Polyphone Synthesis

- Phone sequences capture co-articulation
- Cut speech in positions that minimize context contamination
- Need single phones, diphones and sometimes triphones
- Reduce number collected by
 - phonotactic constraints
 - collapsing in cases of no co-articulation
- Data Collection Methods
 - Collect data from a single (professional) speaker
 - Select text with maximal coverage (typically with greedy algorithm), or
 - Record minimal pairs in desired contexts (real words or nonsense)

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Duration Modeling

Must generate segments with the appropriate duration

- Segmental Identity
 - /ai/ in like twice as long as /l/ in lick
- Surrounding Segments
 - vowels longer following voiced fricatives than voiceless stops
- Syllable Stress
 - onsets and nuclei of stressed syllables longer than in unstressed
- Word "importance"
 - word accent with major pitch movement lengthens
- Location of Syllable in Word
 - word ending longer than word starting longer than word internal
- Location of the Syllable in the Phrase
 - phrase final syllables longer than same syllable in other positions

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Intonation: Tone Sequence Models

- Functional Information can be encoded via tones:
 - given/new information (information status)
 - contrastive stress
 - phrasal boundaries (clause structure)
 - dialogue act (statement/question/command)
- **Tone Sequence Models**
 - F0 contours generated from phonologically distinctive tones/pitch accents which are locally independent
 - generate a sequence of tonal targets and fit with signal processing

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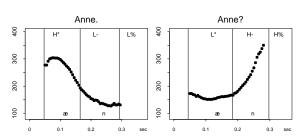


Intonation for Function

- ToBI (Tone and Break Index) System, is one example:
 - Pitch Accent * (H*, L*, H*+L, H+L*, L*+H, L+H*)
 - Phrase Accent (H-, L-)
 - Boundary Tone % (H%, L%)
 - Intonational Phrase

<Pitch Accent> + <Phrase Accent> <Boundary Tone>

statement vs. question example:



source: Multilingual Text-to-Speech Synthesis, R. Sproat, ed., Kluwer, 1998

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Text Markup for Synthesis

- Bell Labs TTS Markup
 - r(0.9) L*+H(0.8) Humpty L*+H(0.8) Dumpty r(0.85) L*(0.5) sat on a H*(1.2) wall.
 - Tones: Tone(Prominence)
 - Speaking Rate: r(Rate) and pauses
 - Top Line (highest pitch); Reference Line (reference pitch); Base Line (lowest pitch)
- SABLE is an emerging standard extending SGML http://www.cstr.ed.ac.uk/projects/sable.html
 - marks: emphasis(#), break(#), pitch(base/mid/range,#), rate(#), volume(#), semanticMode(date/time/email/URL/...), speaker(age,sex)
 - Implemented in Festival Synthesizer (free for research, etc.):
 http://www.cstr.ed.ac.uk/projects/festival.html

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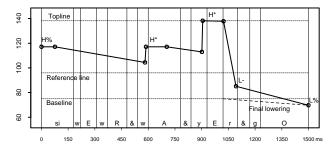
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Bell Labs Innovations



Intonation in Bell Labs TTS

- Generate a sequence of F0 targets for synthesis
- Example:
 - We were away a year ago.
 - phones: w E w R & w A & y E r & g O
 - Default Declarative intonation: (H%) H* L- L% [question: L* H- H%]



source: Multilingual Text-to-Speech Synthesis, R. Sproat, ed., Kluwer, 1998

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Signal Processing for Speech Synthesis

- Diphones recorded in one context must be generated in other contexts
- Features are extracted from recorded units
- Signal processing manipulates features to smooth boundaries where units are concatenated
- Signal processing modifies signal via 'interpolation'
 - intonation
 - duration

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The Source-Filter Model of Synthesis

- Model of features to be extracted and fitted
- Excitation or Voicing Source(s) to model sound source
 - standard wave of glottal pulses for voiced sounds
 - randomly varying noise for unvoiced sounds
 - modification of airflow due to lips, etc.
 - high frequency (F0 rate), quasi-periodic, choppy
 - modeled with vector of glottal waveform patterns in voiced regions
- Acoustic Filter(s)
 - shapes the frequency character of vocal tract and radiation character at the lips
 - relatively slow (samples around 5ms suffice) and stationary
 - modeled with LPC (linear predictive coding)

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Barge-in

- Technique to allow speaker to interrupt the system's speech
- Combined processing of input signal and output signal
- Signal detector runs looking for speech start and endpoints
 - tests a generic speech model against noise model
 - typically cancels echoes created by outgoing speech
- If speech is detected:
 - Any synthesized or recorded speech is cancelled
 - Recognition begins and continues until end point is detected

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Speech Application Programming Interfaces

- Abstract from recognition/synthesis engines
- · Recognizer and synthesizer loading
- Acoustic and grammar model loading (dynamic updates)
- Recognition
 - online
 - n-best or lattice
- **Synthesis**
 - markup
 - barge in
- Acoustic control
 - telephony interface
 - microphone/speaker interface

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Speech API Examples

- SAPI: Microsoft Speech API (rec&synth)
 - communicates through COM objects
 - instances: most systems implement all or some of this (Dragon, IBM, Lucent, L&H, etc.)
- JSAPI: Java Speech API (rec & synth)
 - communicates through Java events (like GUI)
 - concurrency through threads
 - instances: IBM ViaVoice (rec), L&H (synth)
- (J)HAPI: (Java) HTK API (recognition)
 - communicates through C or Java port of C interface
 - eg: Entropics Cambridge Research Lab's HMM Tool Kit (HTK)
- Galaxy (rec & synth)
 - communicates through a production system scripting language
 - MIT System, ported by MITRE for DARPA Communicator

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