STUDY AND IMPLEMENTATION OF COMPUTER TELEPHONY TECHNOLOGY FOR A SOFTWARE BASED AUTOMATED ANSWERING AND INTERACTIVE MACHINE

Prepared by: Yeoh Chi Siang

ABSTRACT

This research is to assist the author in the development and implementation of a software-based automated answering and interactive machine using computer telephony technology. This project studies and evaluates on the current computer telephony technologies. It also studies existing tools and applications available that are using computer telephony technology. This project further develops a software-based automated answering and interactive machine with enhanced features while overcoming the limitations of existing ones, which are mostly hardware-based. The features of the software are that it will pick up the call when the user is not around or when the user is connected to the Internet using the modem and phone line and then take down the message and particulars of the caller so the user won't miss any important calls.

B.SC. (HONS) IN SOFTWARE ENGINEERING