

ABSTRACT

This project studies the problems and possible solutions affecting the use of speech synthesizers in Thai-based computer telephony application. It is based on a survey of information from 10 organizations involved in this field. The questions in this survey focus on the Thai speech synthesizer problems in computer telephony application. Possible solutions to overcome this problem are also examined.

Computer telephony is a new technology for Thailand so few organizations have already implemented it. The author has selected 10 organizations that have already implemented Thai-based computer telephony application. The organizations were selected from private companies, state enterprises and government organizations. The author has contacted the relevant persons in these organizations for interview by telephone. The questionnaires are designed to ask the relevant persons about implementation, problems and solutions. The problem under study, Thai speech synthesizer, is specially highlighted. Furthermore, they will be ask about the solutions that they used to overcome this problem.

The author analyzed data by counting the frequency of each choice of the questions then converted to percentage table and graphical form by using Excel program. The author analyzed the results that obtained from the questionnaires.

From the results, the researcher concluded that Thai speech synthesizer is the one of the major problems in implement the computer telephony application. If there is a good Thai speech synthesizer, the organizations will have more opportunities to implement the existing system effectively. It requires more engineering research regarding the Thai-speech synthesizer.