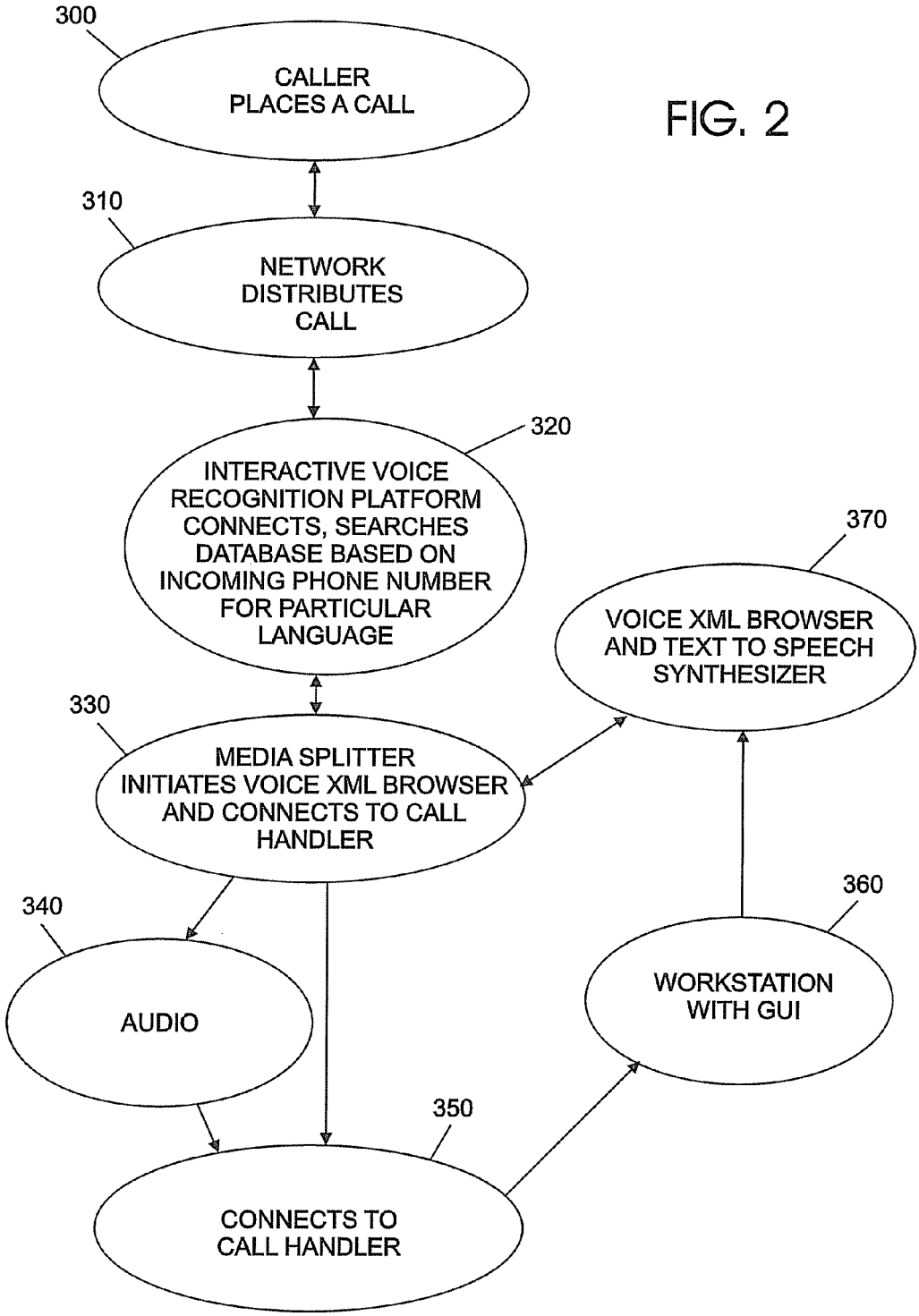
300
CALLER PLACES A CALL
310
NETWORK DISTRIBUTES CALL
320
INTERACTIVE VOICE RECOGNITION PLATFORM CONNECTS, SEARCHES DATABASE BASED ON INCOMING PHONE NUMBER FOR PARTICULAR LANGUAGE
370
VOICE XML BROWSER AND TEXT TO SPEECH SYNTHESIZER
330
MEDIA SPLITTER INITIATES VOICE XML BROWSER AND CONNECTS TO CALL HANDLER
340
AUDIO
360
WORKSTATION WITH GUI
350
CONNECTS TO CALL HANDLER

FIG. 2