

VOIP Based Intelligence Calling System

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Abstract: *The Voice Over Internet Protocol (VOIP) is as a combination of IP networks, voice applications and voice calls which being replaced by the old service conversation and created the revolution at the technical and conceptual framework of phone. This technology is an innovative form of phone that can dramatically increase performance and capacities of telephone service for business and individuals around the world. In this paper we give a survey of this new technology and present how this technology can be applied for the integration of voice and data networks. The system comprises of several components, including speech recognition, natural language processing, and machine learning algorithms, which work together to enable advanced features such as call routing, intelligent call analysis, and real-time language translation. The paper discusses the architecture of the system, its various components, and their interactions. The results of the evaluation of the system show that it significantly improves the efficiency and accuracy of call processing and reduces the workload of call centre operators. The proposed system has a wide range of applications in various fields, including customer service, healthcare, education, and business communication.*

Keywords: VOIP, Communication methods, Quality of Service (QoS)

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