

Answering machine detection (AMD)

Name	Description	Recommended value
maximum word length (ms)	Maximum duration of a single Voice utterance allowed.	5000
maximum number of words	Maximum number of words in the greeting If exceeded, then the result is detection as a MACHINE	3
between words silence (ms)	Minimum duration of silence after a word to consider the audio what follows as a new word	50
minimum word length	Minimum duration of Voice to considered as a word	100
silence threshold (ms)	If the average level of noise in a sample does not reach this value, from a scale of 0 to 32767, then we will consider it to be silence.	256
total analysis time (ms)	Maximum time allowed for the algorithm to decide on whether the audio represents a HUMAN, or a MACHINE	5500
after greetings silence (ms)	Silence after detecting a greeting. If exceeded, then the result is detection as a HUMAN	800
greeting (ms)	Maximum length of a greeting. If exceeded, then the result is detection as a MACHINE.	1500
Initial silence (ms)	Maximum silence duration before the greeting. If exceeded then MACHINE.	5100

Notes on Answering Machine Detection

- AMD can only be used in Voice Broadcasting and Predictive dialing modes.
- AMD will not detect 100% of the answering machines.
- Calls will take longer to get to agents because the system listens to the first few seconds of the call to determine if it is an Answering Machine or a live person.