

Multimodal platforms enable convergence of various modes of user interface interaction -- video, audio, text and images. They use Web (XHTML) and Voice technologies (VoiceXML) to offer a natural migration path from VoiceXML-based voice applications and XHTML-based visual applications to single application that can serve both these environments and multimodal ones.

Multimodal Platform allows one to use both voice and visual modes simultaneously to provide input and output. Multimodality gives end users the option to move from visual to voice mode and vice versa or to use both modes simultaneously using a mobile device. By combining both voice and visual interfaces, applications can exploit the strengths and minimize the weaknesses of both modes. Key features of multimodal platforms include:

- Multimodality – dramatically improves the mobile user interface, encouraging more mobile data application usage by consumers.
- Server-side implementation – value remains in the mobile carrier network vs. the handset.
- Network agnostic and standards-based – solution operates over any current 2.5G and above network and is based on open standards, such as XML, VoiceXML, X + V, SALT, WML, XHTML and HTML.
- Compatible with low-bandwidth environments – to preserve valuable bandwidth.

The benefits of this technology are the ease of use in 2.5G and 3G networks; increase in wireless minutes used as mobile audio and visual data becoming the single point of contact for content; improved customer satisfaction and competitive differentiation; bi-directional pull-through; and the expansion of revenue-generating opportunities through new and compelling services.