

ABSTRACT

Aspects concern a method for determining a parameter of speech data packets, the method comprises: constructing a first speech quality inspection model based on a set of speech quality inspection rules defining one or more criteria used to assess the quality of speech and a set of scoring rules defining evaluation of speech interactions based on the one or more criteria; configuring the first speech quality inspection model based on a task list to obtain a second speech quality inspection model, the task list comprising a set of operations or steps to be performed during a speech quality inspection; obtaining a data packet, the data packet comprising converted speech or voice converted by an automatic speech recognition (ASR) module into text data, inputting the data packet into the second speech quality inspection model; and obtaining a first quality inspection score based on an output of the second speech quality inspection model.

FIG. 8