CALL PROCESSING SYSTEM AND METHOD

Abstract

The present disclosure relates to a system (100) and method (200) for processing a mobile call between a user (110) and a mobile network operator (120). The method (200) comprises: receiving (202) a call audio from the mobile network operator (120), the call audio sent by the user (110) during playing of a first reply voice; detecting (204) if the call audio contains a human voice; determining (208) if a text content corresponding to the human voice matches a set of interruption words; sending (210), if the text content does not match, a stop playback instruction to the mobile network operator (120) to stop playing the first reply voice; generating (212), if the text content matches, a second reply voice based on the matched interruption words; and sending (214) the second reply voice and the stop playback instruction to the mobile network operator (120) to stop playing the first reply voice and to play the second reply voice to the user (110).

FIG. 2