Virtual Business Assistants

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VBAs vs GPAs

Virtual Business Assistants
- Act as executive assistants
- Focus on business needs

General Purpose Assistants
- Act as everyday assistants
- Everything for everybody
Technology Meets Demand

**Business Needs**
- Need Anytime Access to Office
- Need Productivity Everywhere
- New Driver Safety Laws

**Technology Ready**
- Better Speech technologies with NLU
- Flexible IP Telephony
- Open Data Access & Web services

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Like Real Assistants, VBAs ...

- Know their “boss” and their preferences
- Connected on the same phone system as the boss
- Have access to the boss’s communications
- Know their boss’s whereabouts
- Know their boss’s contacts & colleagues
- Know their boss’s private phone numbers
What Can VBAs Do?

- Answer People Who Call You
- Remind You of Important Things
- Assist You When You Call
Answer People Who Call You

- Speech Attendant for Organizations
- Name and Service Recognition
- Intelligent Call Filtering & Forwarding
Help You When You Call

- Call Contacts
- Dial Numbers
- Read & Send Mail
- Check Calendar
- Schedule Meetings
- Change Phone Status
- Call Back People
Challenges & Lessons Learned

1. People not used to talk to machines
2. Suggest Answers in Questions
3. Offer Assistant in the Cloud
   - Use Best-of-Breed Speech Engines
   - Up-To-Date Name Pronunciations
4. Adapt to User's Learning Curve
5. Adapt to User’s Environment
   - Speak – Tap - Click – Press
6. Set Realistic Expectations
7. Focus on Useful Business Tasks
Not Perfect Yet!

1. Noise/Silence Detection Not Perfect
2. Ethnic Names and Accents
3. Speech Recognition Not Perfect
VBA Implementations

TELEPHONY

MESSAGING

SPEAK

TAP

CLICK

PRESS

www.speechmobility.com
VBAs Deliver Real Benefits

1. Increased Productivity
2. Safer Mobility
3. Better Communications
4. Higher Customer Satisfaction
5. More Revenues & Profits

I’ll have my virtual assistant find a convenient time for our meeting.
Will Business Assistants Succeed?

Absolutely!

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