Mobile + Web + Speech = Better Delivery

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The Evolution of Speech Recognition Application

From Caller Avoidance to Caller Convenience
Elements of “Third Wave” Speech Applications

Third Wave Applications

In Call

Multi-Modality

Cloud Hosted

ASR + TTS

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Three Examples

Delivery Solutions™

Red Genie

In Call Translator

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In Call Translator
Conclusions

The emergence of this new generation (or third wave) of speech recognition is being enabled by a number of trends:

• Growth of cloud based SaaS (Software-As-A-Service) offerings

• Growth and maturing of the hand held computing market, especially smartphones & tablets

• Represent a significant shift from “call avoidance in call centers” to “caller convenience”
Trends & Observations

• New group of “web” developers without significant speech application experience

• New tools and application development frameworks

• New “enabling” platforms

• Overall advancing of the use of speech recognition
Questions
Contact Information

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