AVST Experience

- Personal Assistant: 15+ YEARS
- Speech Recognition: 15+ YEARS
- Business Process: 20+ YEARS
- Unified Messaging: 20+ YEARS
- Voicemail and Call Processing: 30+ YEARS
- Interoperability: 30+ YEARS
What is a Personal Assistant?

- Performs Tasks
- Makes Decisions
- Manages Schedules
- Anticipates Needs
- Accesses Information
Evolution of the Personal Assistant

- BUSINESS ORGANIZER
- PDA
- SMARTPHONE
The smart machine era will be the most disruptive in the history of IT.

Doing what we thought only people could do and machines could not – are now finally emerging.

Source: Gartner “The Disruptive Era of Smart Machines is Upon Us.,” September 2013.
What is a Smart Machine?
Hyundai Genesis
What is a Smart Machine?

Movers

Autonomous Vehicles

Doers

Machine-Focused Helpers

Sages

Information-Based Helpers
Today’s Virtual Personal Assistants
Google Now
Virtual Personal Assistants

Apple Siri FOR CONSUMERS
Google Now FOR CONSUMERS
AVST Atom FOR BUSINESS
Nuance Nina FOR BUSINESS

Microsoft Cortana for Windows Phone 8.1 FOR CONSUMERS
24me FOR CONSUMERS
Go Butler FOR CONSUMERS
Quip FOR CONSUMERS
Personal Assistants to UC
Personal Assistants Overlap to UC

- TELEPHONY
- IM/PRESENCE
- CONFERENCING
- CALENDAR
- ENTERPRISE DATA
- MOBILITY
- MESSAGING

PA

UC
Speech Driven

"Call John Smith"

"Get new email"

"Get my calendar for today"
Knows Your Location

Location-based services know when you’ve arrived at the office, reached home or are anywhere in-between – and will deliver your calls to the optimal device.
Integrates Into Data

Speech driven access to company information – vacation balance, backlog status, quota achievement and more.
Conference Call Automation

Automatic Notification of conference calls and connects you to the call.
Notifies Callers When You are Away

The ability to sync with your Calendar and IM to notify callers of your current status.
Calendar Access

“Tom Minifie is currently in a meeting and will be back at 11:00 am.”
Select Call Completion (A Tale of Two Calls)

- Call Completed
- Call Redirected
Future Personal Assistants to UC
Personal Assistant Knowledge Points

- Location
- Proximity
- Historical Behavior
- Sensors
- Biometrics
- Facial Recognition
- Context

PERSONAL ASSISTANT
Gesture Analysis

• Orientation
• Movement
• Connected
• Temperature
• Touch
Proximity

- WiFi
- WiFi
- GPS
- GPS
- Bluetooth
- Bluetooth
- Wearable Devices

Geofencing
Biometrics

Next few years mobile devices will include:

- **Fingerprint scanner** built into device screen
- **Facial Recognition** powered by high-definition cameras
- **Voice Recognition** based off a large collection of your vocal samples
Virtual personal assistants will be many. We expect will grow in adoption at a rate in the 2017 to 2018 period eclipsing the meteoric growth of tablet usage in business during the first two years of tablet adoption.

Source: Gartner “The Disruptive Era of Smart Machines is Upon Us.”, September 2013.
Thank You

- **Headquarters - Orange County, California**
  Applied Voice & Speech Technologies, Inc.
  27042 Towne Centre Drive, Suite 200
  Foothill Ranch, California 92610-2810
  Phone: (949) 699-2300
  Fax: (949) 699-2301
  Toll-Free: (866) 368-0400

- **Engineering, Testing and Support Facilities Seattle, Washington**
  Applied Voice & Speech Technologies, Inc.
  20000 North Creek Parkway, Suite 200
  Bothell, WA 98011-8228
  Phone: (425) 951-1600
  Fax: (425) 951-1597

- **Engineering, Testing and Support Facilities Victoria, Canada**
  Applied Voice & Speech Technologies, Inc.
  645 Fort Street, Suite 107
  Victoria, BC V8W 1G2
  Canada
  Phone: (250) 412-1240
  Fax: (250) 412-1238

- **Europe, Middle East & Africa Headquarters**
  Applied Voice & Speech Technologies, Ltd.
  Global House
  1 Ashley Avenue
  Epsom
  Surrey KT18 5AD
  United Kingdom
  Phone: +44 (0) 870 444 8403
  Fax: +44 (0) 152 788 8842
  Technical Support: +44 (0) 870 444 8408