Speech Mobility Assistants in the Cloud

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www.speechmobility.com

rends Leading to Speech Assistants

Business Trends

- ❑ Smart Phones Everywhere
- ❑ Need Anytime Access to Office
- ❑ Need Productivity Everywhere
- ❑ New Driver Safety Laws

Technology Trends

- ❑ Better Speech technologies with NLU
- ❑ Flexible IP Telephony
- ❑ Open Data Access & Web services

Virtual Assistant Hopes

1. **Cost Going Down**
   - ❑ From $2000 to $300/port
2. **Quality Going Up**
   - ❑ Closer to NLU
   - ❑ Better Noise Management
3. **Faster Computers**
   - ❑ More power and memory ... and growing
4. **Mature Standards**
   - ❑ Web Services (SOAP)
   - ❑ VoiceXML, ccXML, SIP

Virtual Assistant Challenges

1. **Proper Name Recognition**
   - ❑ Lack of Tools to Build Lexicon
   - ❑ No Downloadable Directories
2. **Noise/Silence Still A Problem**
   - ❑ What is Noise?
   - ❑ What is Silence?
3. **Speech in the Cloud**
   - ❑ Shared Best-of-Breed Speech Engines
   - ❑ Up-To-Date Lexicons (Names)
   - ❑ Low Cost "Pay-As-You-Go" Model

Personal is Better

"Personal" vs. "One Size Fits All "

Better Speech Experience

- ❑ Evolves with User's Learning Curve
- ❑ Adapts to User Status & Needs
- ❑ Adapts to User Preferences (i.e. Language)

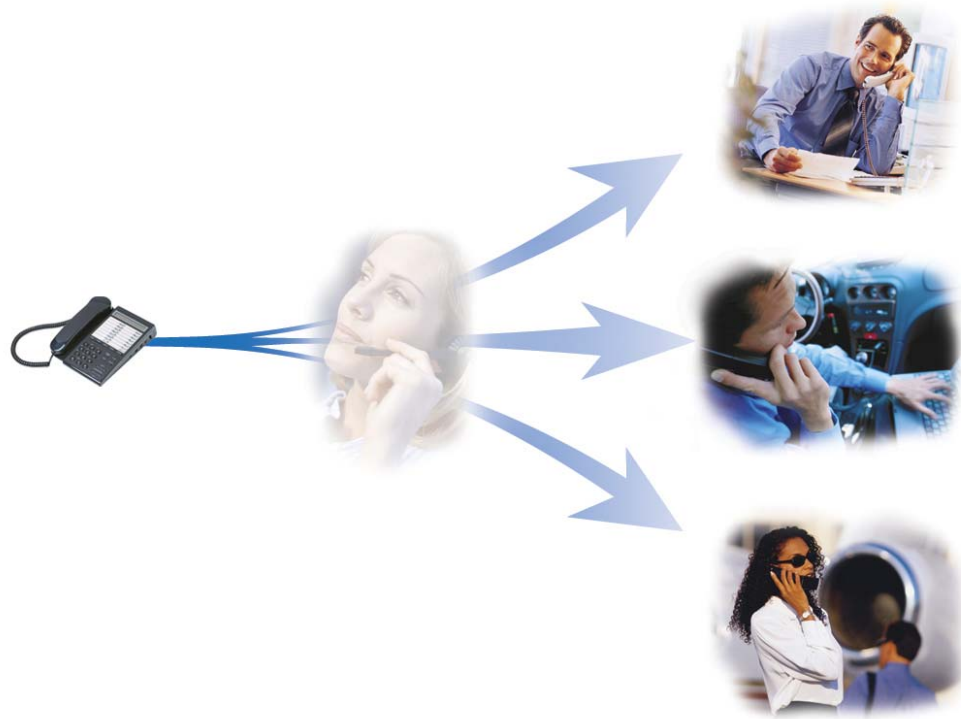### "Personal" Means Intelligent Assistants

- ❑ Contacts & Colleagues in Limited Quantity
- ❑ User Presence, Calendar, Preferences, etc.

    "My assistant will arrange our meeting with your assistant"

What Can Personal Assistants Do?

Answer People
Who Call You

Assist You When
You Call

Remind You of
Important Things

Answer People Who Call You

❏ Speech Attendant with Personalized Greeting
❏ Name and Service Recognition
❏ Intelligent Call Filtering & Forwarding

Help You When You Call

Call Contacts

Dial Numbers

Read & Send Mail

Check Calendar

Schedule Meetings

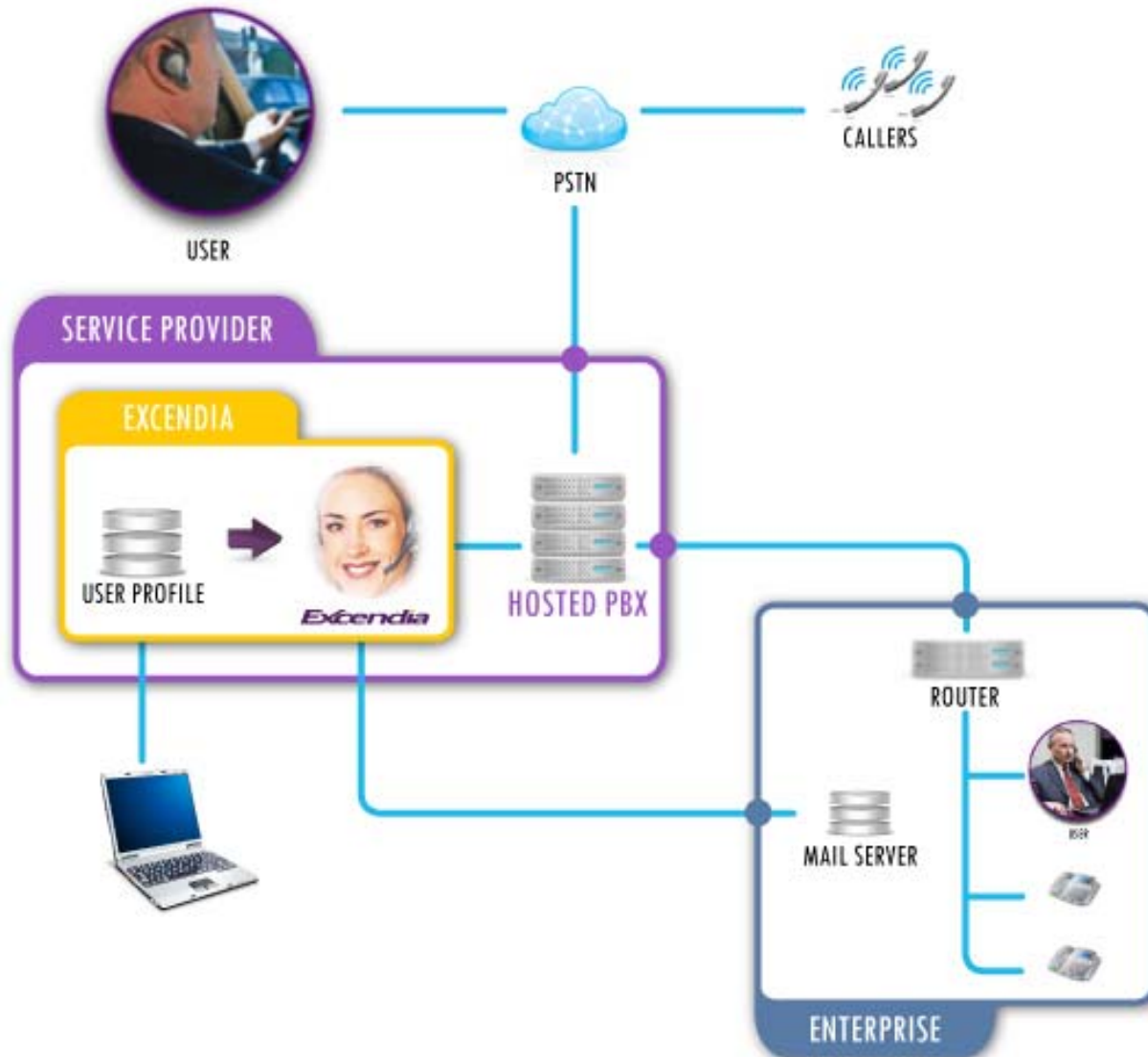Change Phone Status

Call Back People

Smart Phone Access

- ☑ Signup & Setup

- ☑ Call & Get Calls

- ☑ Status & Call Forwarding

- ☑ Reminder Calls

- ☑ CallBack from Call Logs

- ☑ Manage Contacts

How Virtual Assistants Work?

siness Assistants Deliver Real Benefits

1. **Improve Safety on the Road**
   - ❑ Work **safely** while on the road
   - ❑ Hands-free, eyes-free interface

2. **Improve Productivity**
   - ❑ Fast Name Dialing at the Office
   - ❑ Faster Remote Access to Business Data

3. **Increase Revenues & Profitability**
   - ❑ More Deals Closed
   - ❑ Higher Customer Satisfaction

Will Speech Assistants Succeed?

Simple, Yet Effective Solution to Mobility Problems

Will They Serve Coffee?

Maybe One Day!

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