Tuning Speech Applications for Success

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Speech Tuning

• What is Speech Tuning?
• Why is Tuning Important?
• Demonstration of the LumenVox Speech Tuner
What is Speech Tuning?

- Improving speech application post-deployment
- Uses actual call data
Why Tune?

- VUIs are fragile
  - Responses are open-ended
  - Callers are unpredictable
  - Small changes have unexpected consequences
More on Tuning

• Speech development isn’t a linear process

• Release cycles – design, deploy, tune, repeat
The LumenVox Speech Tuner

• Easy to use, GUI tool makes tuning simple, even for beginners.
• 3 easy steps: Import data, transcribe & test.
• Analyze, make changes and test all from one location.
The LumenVox Speech Tuner

- The Call Browser allows you to listen to and analyze calls and interactions.
- Filtering tools help pinpoint specific trouble spots.
- The Grammar Tester allows you to make changes to the actual application during tuning.
- Retest your changes with actual caller data – take out the guesswork!