dawin
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Sébastien spearheads quint, the newly established voice division at dawin gmbh.
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Our goal is to make business and industry processes more intuitive and human, by providing users with a voice interface to IT systems.
Pains & Gains

Key factors of success
HANDS-FREE
<table>
<thead>
<tr>
<th>Automatikdrehtür</th>
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<tr>
<td>Objekt</td>
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<tr>
<td>Datum</td>
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Zurück
voice benefits

• faster processing
• different data formats
• hands-free
EYES-FREE
DIRTY
process: sort incoming mail to pigeonholes
  • when automated solution not feasible: medium-sized mail room, parcels, incomplete address

pain points
  • repetitive = name lookup on list
  • temporary workforce
  • high productivity targets (eg 500/h)
  • can’t deal with approximate matches
  • notifications
1ère Phase de l'expérience : Kevin, intermédiaire, utilise facil@tri
features we suggested
- speaker profiles, combinations, wideband

features they came up with
- notification
- Excel
- alphanumeric codes

lessons learnt
- complete solution: hardware matters
- need a voice specialist + industry process specialist
- customer values not being disrupted
PROCESS PAINS
KEY FACTORS OF SUCCESS
Hardware

business insights

integrate with existing processes & tools
Hardware business insights integrate with existing processes & tools
Hardware business insights integrate with existing processes & tools
pains & gains
  • hands-free
  • eyes-free
  • dirty
  • time
  • process pains

key factors of success
  • hardware
  • business insights
  • integrate with existing processes & tools