Voicemail: State of the Union

- 100 billion mobile voicemails per year (US)
- Unchanged in 15 years: slow, linear, ephemeral
- Shift in use pattern: infrequent retrieval, lack of timeliness
- Shift to email-centric inbox
Voicemail Transcription

Technology enables new convenience!

- Subscribers forward their carrier vm to CallWave
- LVCSR running in near-RT on commercial servers
  - Cost-effective
  - Error rate is manageable
- Transcription delivered to device of choice…
...to a mobile phone via SMS
...to an email inbox
…to a desktop client
…to a personalized web portal
Benefits

“The end of voicemail hell” [Datamation]

- **Receiver:**
  - Do I need to act on this? How urgently?
  - Immediacy of receipt
  - Fast review
  - Fast find (search an archive)
  - Easy, familiar management

- **Sender:**
  - Reassurance of timely receipt
CallWave Mobile – a business productivity suite

- Vtxt voicemail transcription
- Vtxt Gist summary

- Call/text/voicemail / fax using handset, browser or desktop
- Screen calls
- Virtual number
- Contact import
- Unified inbox
- Archive, search and manage this
- Any phone, any carrier
Hey you, it's me, I was just trying to hook up with you. My class just ended, it's actually 12:30 my time so let me see that's 1:30 your time. So like I was saying what can I bring to the party?

LMK before I get on the plane, it's United flight 5544, that's 5544. And sweetheart give me a call, it's not urgent, if you get this in time, on my office phone that's 555-1212. Thanks, and don’t forget the pizza, bye.
Voicemail Search

- “ush” = name
- “510” = area code
- “12/18/07” = date
- keyword in the transcription
Voicemail Keyword Search

... doctor dropped DUI emergency failure fever fire fracture funeral good news handcuff hospital hurry immediately important incorrect jail litigation lost ...

• urgency
Hey you, it's me. I was just trying to hook up with you. My class just ended, it's actually 12:30 my time so let me see that's 1:30 your time. So like I was saying what can I bring to the party?

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Vtxt Gist – as delivered

- no salutation
- deletion sites shown as ~
- urgency and other keywords validated by search behavior

FRM: 8313255678@voicemail.sprint.com
MSG: …my class just ended, it’s 12:30 my time ~ 1:30 your time ~ what can I bring to the party?
--------------------------------END--------------------------------
March 11, 2008
1:23 pm

FRM: 8313255678@voicemail.sprint.com
MSG: …before I get on the plane, it’s United flight 5544 ~ give me a call, it’s not urgent ~ 555-1212 ~ don’t forget the pizza.
--------------------------------END--------------------------------
March 11, 2008
1:23 pm
Voicemail Search: A New Frontier
Anthony Bladon, PhD
anthony.bladon@callwave.com