Thank you.
dawin®
VoiceCRM
Typical Sales Rep
% of weekly hours

- Lunch / Breaks: 6%
- Travel: 13%
- Misc.: 4%
- Planning: 10%
- Selling: 22%
- Order Processing: 12%
- Service: 10%
- Administration: 23%

Sales Rep
ideal profile

- Lunch / Breaks: 8%
- Travel: 15%
- Planning: 5%
- Selling: 33%
- Administration: 15%
- Order Processing: 12%
- Service: 12%

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Pains :

timeliness
hate typing
takes away family time
Specs

- telephony
- CRM backend
- structured data + free text
- company specific vocabulary

industry jargon
(sanitary sector)  product names  department/division names  customers, contacts, places
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specs

- telephony
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Architecture

• cloud-based VoiceXML architecture
• dialog modelled after existing forms
• audio recording fields, async transcription
1 issue
1 good idea
... mention our NoDrop coating to his boss Mrs Unwin when she's back from maternity leave ... birthday party yesterday ... same university as him ... knows Jim from previous job at Acme Corporation ....
personally identifiable information
Bundesdatenschutzgesetz
Federal law on data protection
imposes contractual provisions on

dawin®
imposes contractual provisions on dawin®

its suppliers
imposes contractual provisions on

its suppliers

their suppliers
imposes contractual provisions on
dawin®
its suppliers
their suppliers
the entire supplier chain
stringent requirement
cloud services provider
EU standard contractual clauses
... mention our NoDrop coating to his boss Mrs Unwin when she's back from maternity leave ... birthday party yesterday ... same university as him ... knows Jim from previous job at Acme Corporation ....
1 issue
1 good idea
Specs

- telephony
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industry jargon (sanitary sector) | product names | department/division names | customers, contacts, places
dialogue design preferences
A vs B testing
however,
- pilot
- user learning phase
⇒ breaks mental representation of dialogue capabilities
so:
let users "vote with their feet"
Settings for:

Caller Identification

Speech Synthesis Speed
medium

Speech Synthesis Volume
standard

Barge-in allowed?
No: When switched off, environmental noise and feedback from handsfree systems will not cause false recognitions.
Yes: This is a useful option in noisy environments or for new users. In that case, the "Korrektur" command is disabled.

Use earcons?
No: No earcons used to signal conditions.

Explicit confirmations?
No: Use the "Korrektur" command to initiate corrections.

Long prompts?
End free text input with DTMF-keys only?
No: Use either DTMF-key or a speech command ("Diktat Ende", "Diktat löschen", "Diktat vorspielen").

Location input:

Reminder input: 1-step or 2-steps (only in 'Long Prompts' mode)?
1-step: Direct date input.
2-steps: First ask if a reminder is needed (yes/no), only then date.

Additional info: 1-step or 2-steps (only in 'Long Prompts' mode)?
1-step: Direct info type input.
2-steps: First ask if a additional info is required (yes/no), only then type of info.

default reset save
Speech Synthesis volume

Barge-in allowed?
No: When switched off, environmental noise and feedback from handsfree systems will not cause false recognitions.

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No: No earcons used to signal conditions.

Explicit confirmations?
No: Use the "Korrektur" command to initiate corrections.

Yes: This is a useful option in noisy environments or for new users. In that case, the "Korrektur" command is disabled.

Long prompts?

End free text input with DTMF-keys only?
No: Use either DTMF-key or a speech command ('Diktat Ende', 'Diktat löschen', 'Diktat vorspielen').
End free-text input with DTMF-Keys only:
No: Use either DTMF-key or a speech command ('Diktat Ende',
'Diktat löschen', 'Diktat vorspielen').

Location input:


Reminder input: 1-step or 2-steps (only in 'Long Prompts' mode)?
1-step: Direct date input.

2-steps: First ask if a reminder is needed (yes/no), only then enter

Additional info: 1-step or 2-steps (only in 'Long Prompts' mode)?
1-step: Direct info type input.
Settings for:

Caller Identification

Speech Synthesis Speed
- medium

Speech Synthesis Volume
- standard

Barge-in allowed?
- no: When switched off, environmental noise and feedback from handsfree systems will not cause false recognitions.
- yes: This is a useful option in noisy environments or for new users. In that case, the "Korrektur" command is disabled.

Use earcons?
- no: No earcons used to signal conditions.
- yes: 

Explicit confirmations?
- no: Use the "Korrektur" command to initiate corrections.
- yes: [ ]

Long prompts?
- no: Use either DTMF-key or a speech command ("Diktat Ende", "Diktat löschen", "Diktat vorspielen").
- yes: [ ]

Location input:

Reminder input: 1-step or 2-steps (only in 'Long Prompts' mode)?
- 1-step: Direct date input.
- 2-steps: First ask if a reminder is needed (yes/no), only then date.

Additional info: 1-step or 2-steps (only in 'Long Prompts' mode)?
- 1-step: Direct info type input.
- 2-steps: First ask if an additional info is required (yes/no), only then type of info.
additional benefits:
- no need to settle: whims, discussions
- shorten iterative cycle
- user involvement
- accompanies learning curve
- lesson: need :location profiles in-car / in-office
Next Steps