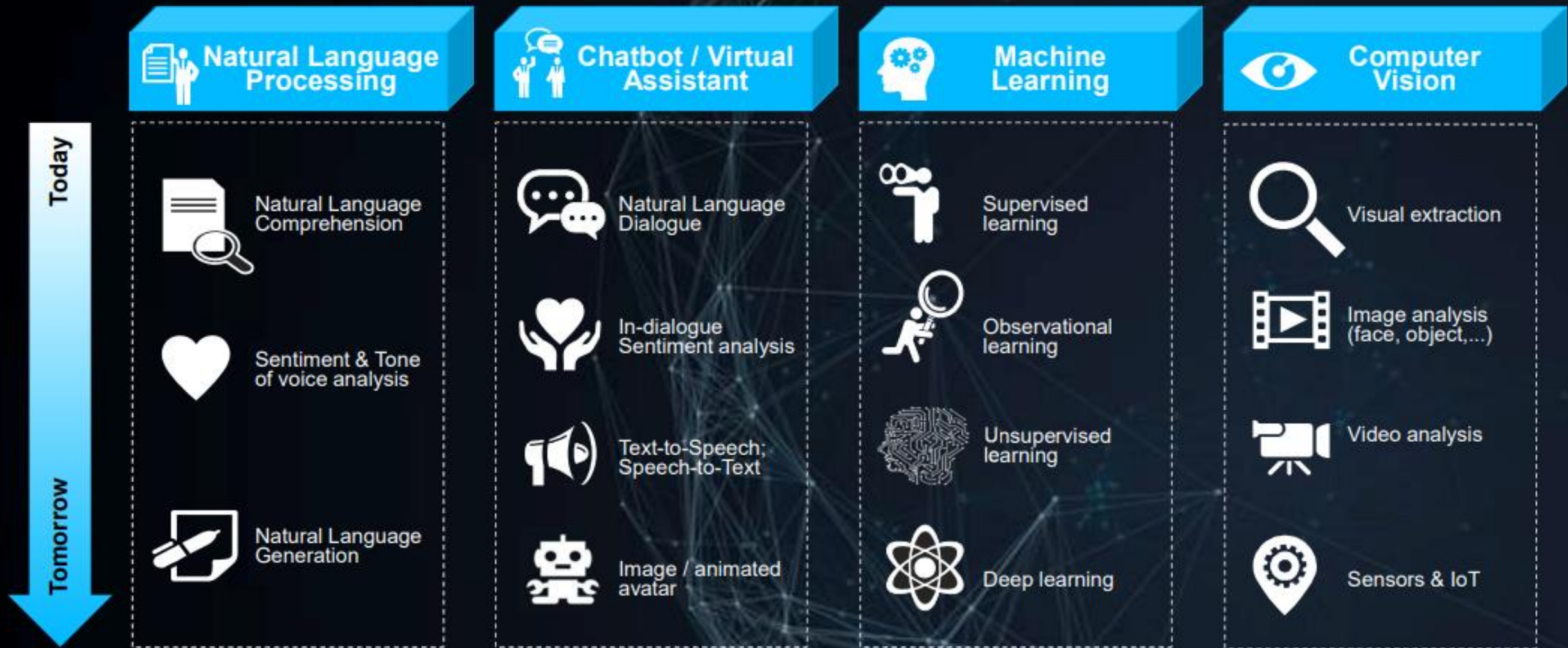




Speech technology
An interesting piece in the AI
puzzle!

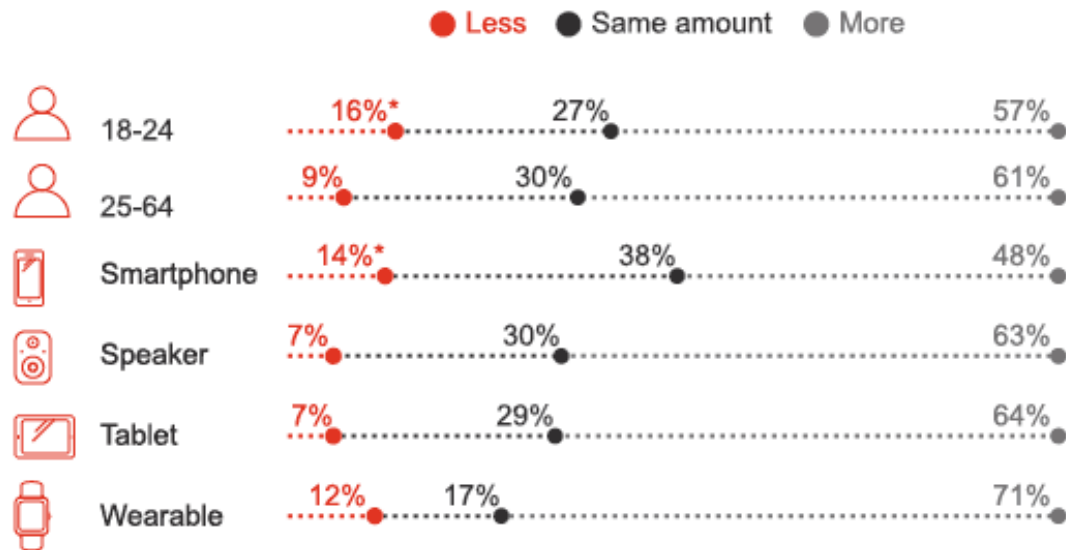
Twitter: @maartenbossuyt
Mail: mbossuyt@myforce.be
Mobile: +32 473 36 08 58

The AI puzzle





In the future



Q. I use my voice assistant ... compared to when I first started. I think I will use my voice assistant ... in the future. *Statistically significant at a 90% confidence level

Source: PwC Consumer Intelligence Series voice assistants survey, 2018

Usage will continue to increase but consistency must improve for wider adoption

The average consumer is using their voice assistant more than they were before, and will use it even more in the future. Differences can be seen, however, among the youngest consumers we surveyed (18-24-year olds) and usage with smartphone voice assistants, with both groups exhibiting significantly less usage as time goes on.

As voice assistants become more pervasive, they should aim to meet certain criteria with every task. At bare minimum, consumers expect their voice assistants to:

- Be correct / accurate / consistent—**73% agree**
- Understand the accent/diction every time someone speaks—**61%**
- Save time—**59%**
- Tell the difference between multiple voices—**57%**
- Help make life easier—**55%**

A close-up photograph of a person's mouth wide open in a shout or yell, with their hand holding a metal can to their lips. The can is silver and has a ribbed texture. The background is a soft, out-of-focus grey.

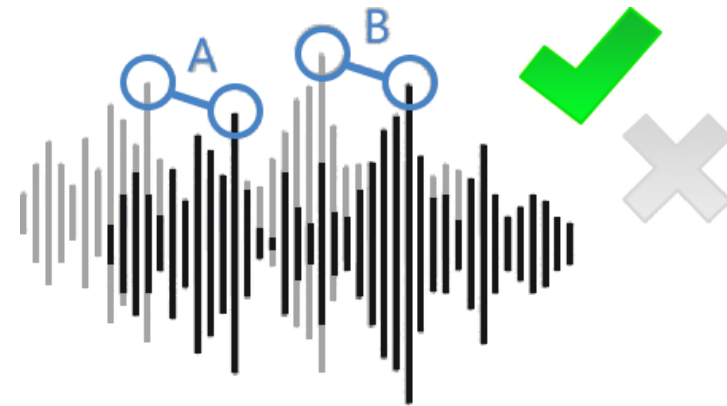
The theory

Speech technology models:

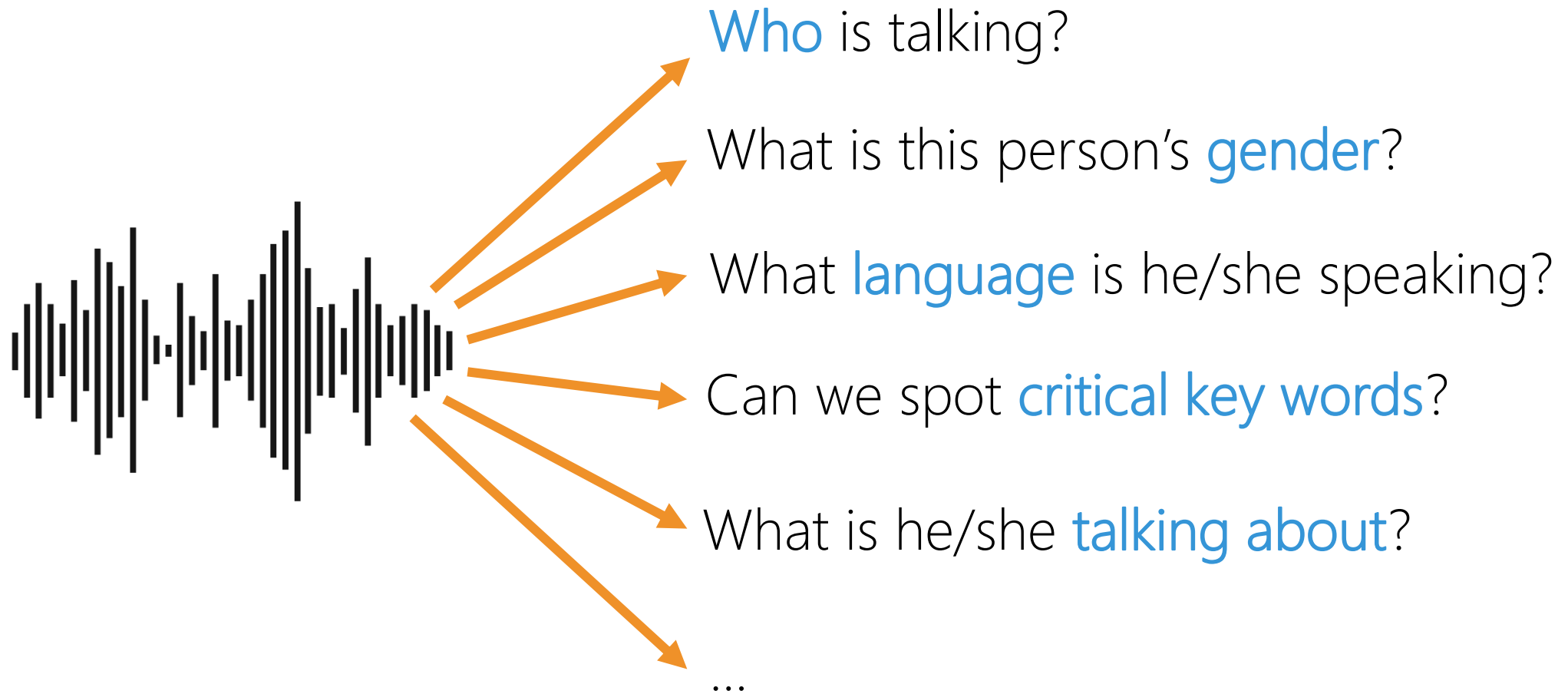
- Language independent
- Language dependent

Voice biometry

- Using a person's unique voice as ID
- Language independent technology
- Perfect for 2-step verification
- Voice-as-a-password
- Free-speech identification



Speech Analytics

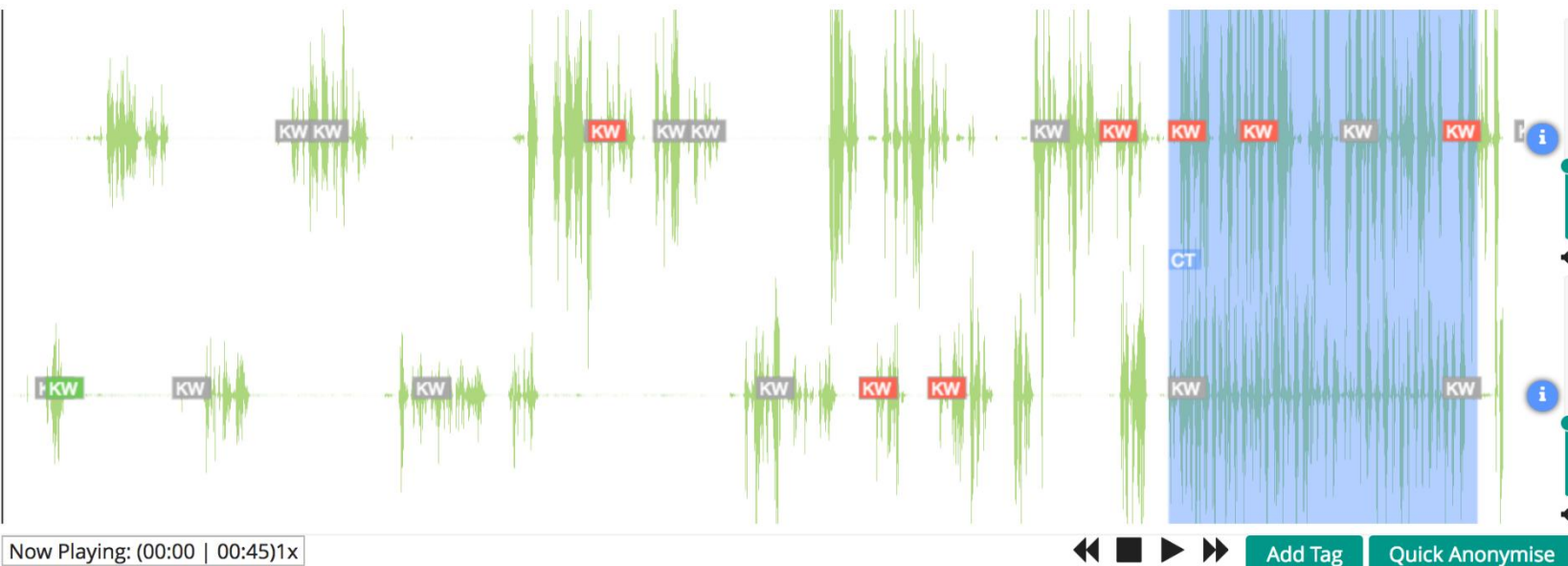


A close-up photograph of a dandelion seed head, showing the dark, pointed seeds and the fine, white, feathery pappus. The background is a soft, out-of-focus green.

Quality monitoring

Identify 'best practice cases'
Improve conversation quality

An example



Call details		Call analysis		Transcription	
				technician	
▶ 00:12	KW	EN - service technician	the service technician	85 %	
▶ 00:17	KW	EN - service technician	the service technician	90 %	
▶ 00:17	KW	EN - Negative	i hate this	57 %	
▶ 00:17	KW	EN - Negative	i hate this	57 %	
▶ 00:19	KW	EN - Negative	i don't like this	73 %	
▶ 00:20	KW	EN - service technician	the service technician	88 %	
▶ 00:22	KW	EN - Negative	i dislike	81 %	
▶ 00:25	KW	EN - Negative	this is bullshit	87 %	

RecordingManagementTool-5.4.5.5-0-170407-1254

Conformity

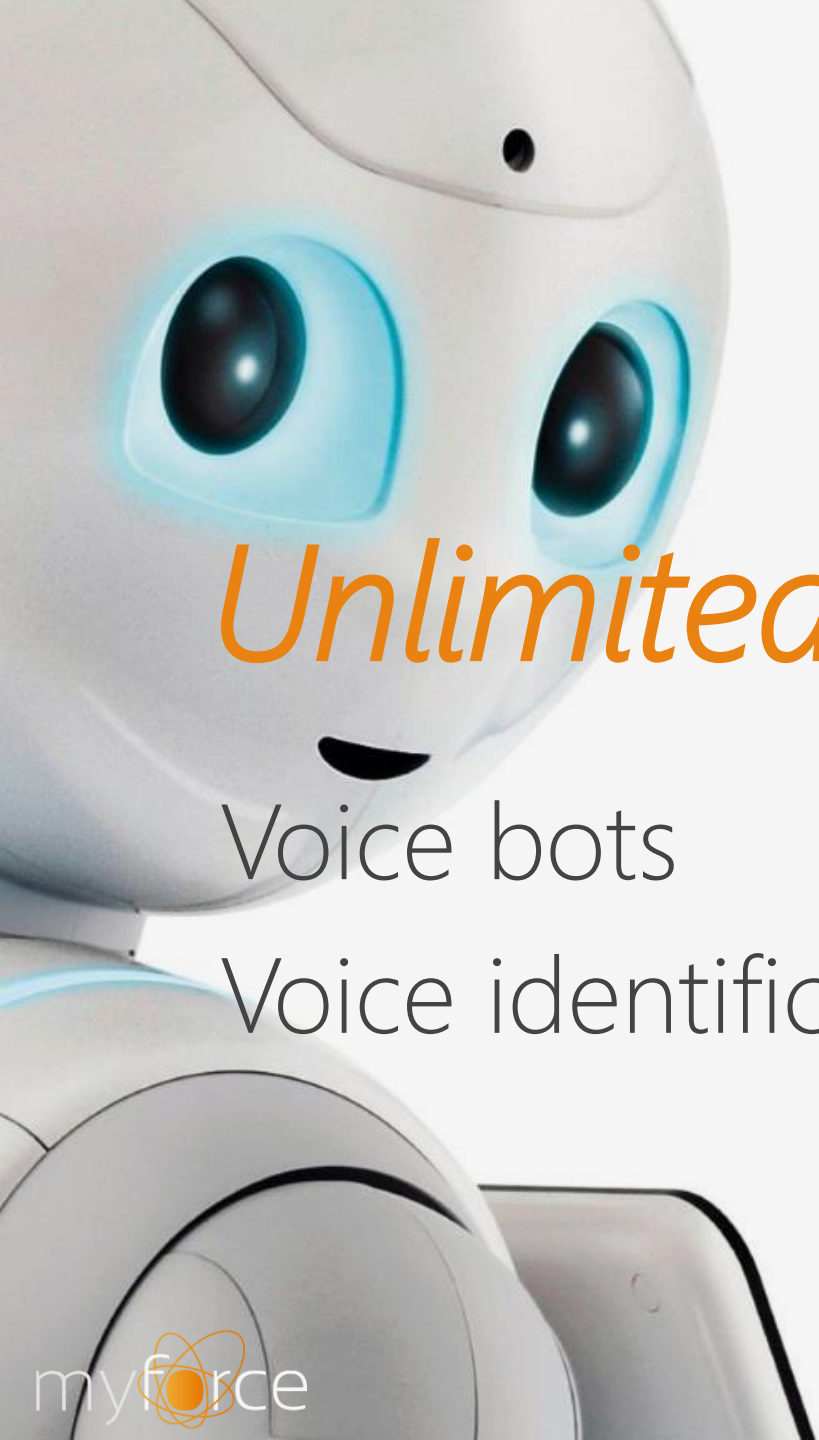
Anonymize data

Validate specific phrases



Transcription

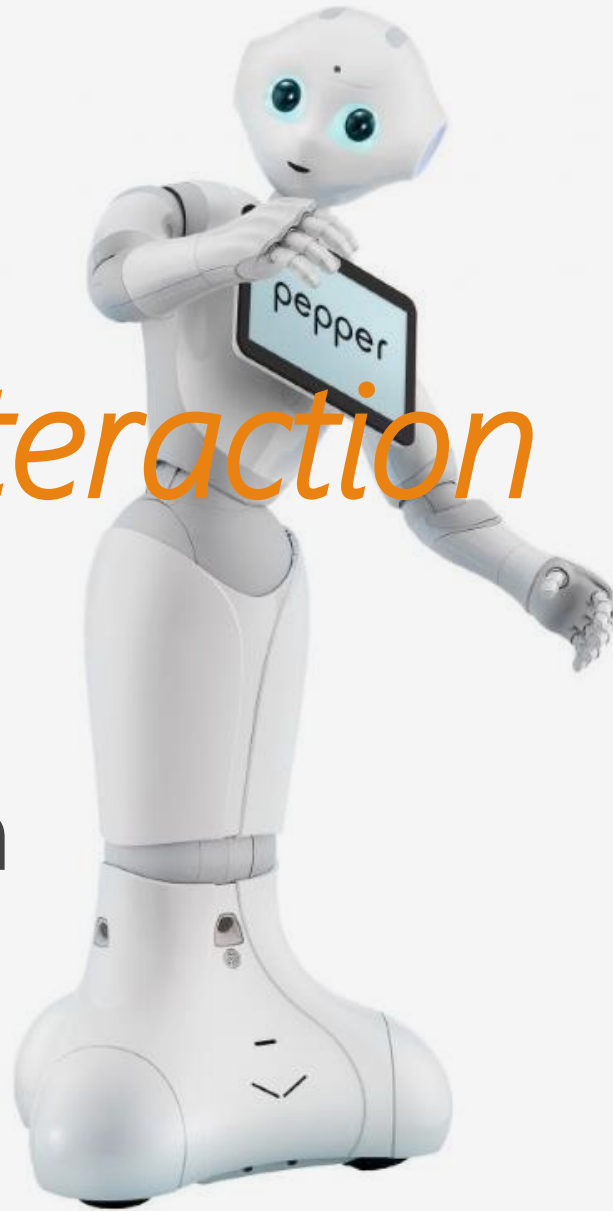
Automatic transcription of open ended questions
Analyse ALL contact center calls

A large, close-up view of the Pepper robot's head on the left side of the image. It has large, expressive blue eyes and a small black sensor on its forehead.

Unlimited interaction

Voice bots

Voice identification







Thank you!

Twitter: @maartenbossuyt
Mail: mbossuyt@myforce.be
Mobile: +32 473 36 08 58