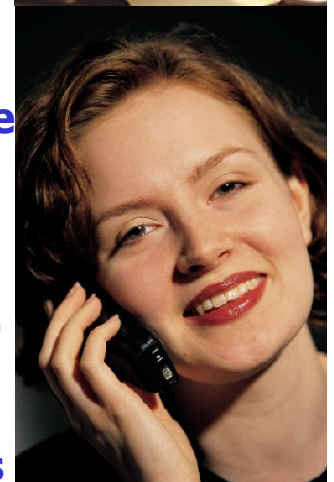




Typical applications for Speech Recognition

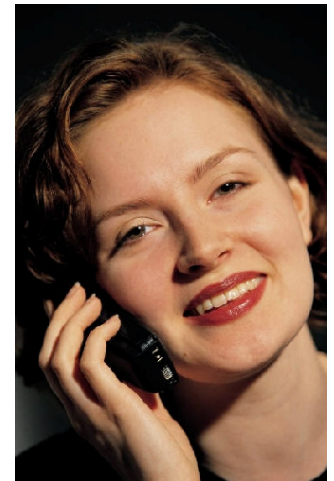
- Manufacturing
 - **inventory, ordering, status, delivery, self service, CRM, etc.**
- Retail
 - **infomercials, catalogs, orders, self service, surveys, etc.**
- (Tele)communication
 - **directory assistance, virtual assistants, pay per view, etc.**
- Travel
 - **schedules, pricing, tickets, points, delays (511), last minute deals, location information, lost luggage, arrival & departure time, etc.**
- Utilities
 - **transfer service, report problem, read meter, payments, etc.**
- General
 - **service, locators, credit cards, address change, voice portals**





Typical applications for Speech Recognition

- Education
 - **learning languages, parent and student information access, etc.**
- Entertainment
 - **ticket purchases, schedules, locations, etc.**
- Finance
 - **banking, ATM locator, transfer funds, pay bills, transactions, balances, order checks or documents, insurance claims, payments, stock trades, stock price, credit card activation, address changes, etc.**
- Government
 - **alerts, benefit status, unemployment registration, etc.**
- Healthcare
 - **claim status, patient eligibility, prescription refill, etc.**





Typical Dialog with GyrusLogic

System: How can we help you?

User: I would like to transfer funds from my checking to my savings.

System: How much money do you want to transfer?

User: How much money do I have in my savings account?

System: The balance in your savings account is 4000 dollars.

I apologize for asking again, how much did you want to transfer?

User: Five hundred.

System: Ok, let's review this transaction, you want to transfer 500 dollars from your checking to your savings, is this correct?

User: No, actually transfer a thousand bucks from savings!

System: Ok, let's review this transaction, you want to transfer 1000 dollars from your savings to your checking, is this correct?

User: Yes

System: How else can we help you?

User: What are the last five transactions in my checking?

System: The last three transactions in your checking account are....

Note how the user can be spontaneous and say as much as he wants

Interruption of dialog with any question, even if it was unrelated

The system resumes the previous dialog and requests the missing information

User can make a correction on the fly at any point in time

The system still handles the question effectively without coding of business rules



Typical Dialog with GyrusLogic (2)

System: How may I help you?

User: I would like to make a reservation for a flight to Chicago on July 17th

System: At what time and from what city do you want to travel?

User: In the morning from Phoenix, Arizona

System: OK, you could travel at 10 am. On Wednesday July 17th from Phoenix to Chicago. Do you want to make this reservation?

User: What are my options?

System: On July 17th you could travel at 10am., noon and 2pm. Do you want the reservation for the 17th at 10am?

User: No, I would like to go on the 7th. In the afternoon.

System: OK, you like to travel at 2pm on Sunday July 7th from Phoenix to Chicago. Do you want to make this reservation?

User: Yes, can I make a seat selection?

System: Based on your customer profile we assigned a window seat 9A. Would that work for you?

User: Yes, thank you.

System: Let's confirm your reservation, you are traveling on Sunday July 7th from Phoenix to Chicago and we assigned you seat 9A. Do you want to purchase this ticket and confirm the reservation?

User: Yes, perfect!

System: OK, reservation completed. How else may I help you?

Note how the user can be spontaneous and say as much as he wants

Interruption of dialog with any question, even if it was unrelated

The system resumes the previous dialog and requests the missing information

The system still handles the question effectively without coding of additional rules

User can make a correction on the fly at any point in time



Questions?

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