

# LumenVox®

## Speech Understood

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# **Mobile + Web + Speech = Better Delivery**

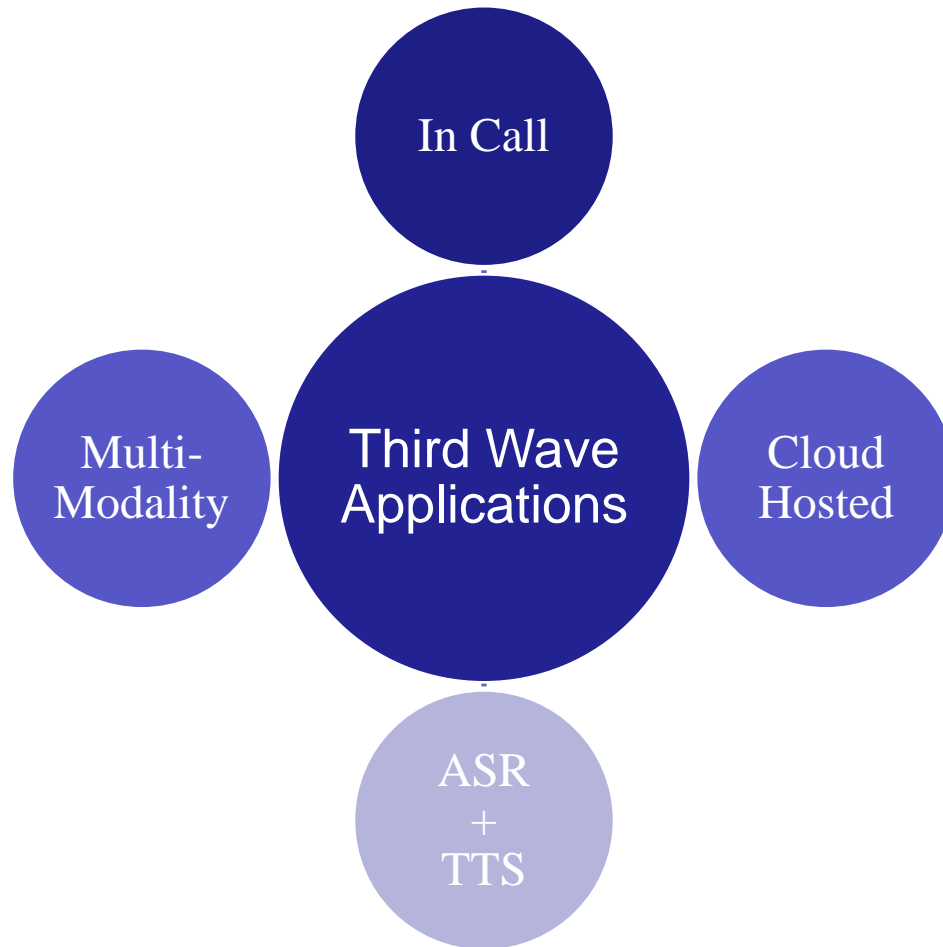
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# The Evolution of Speech Recognition Application



From Caller Avoidance to Caller Convenience

# Elements of “Third Wave” Speech Applications



# Three Examples



Delivery Solutions™



Red Genie



In Call Translator

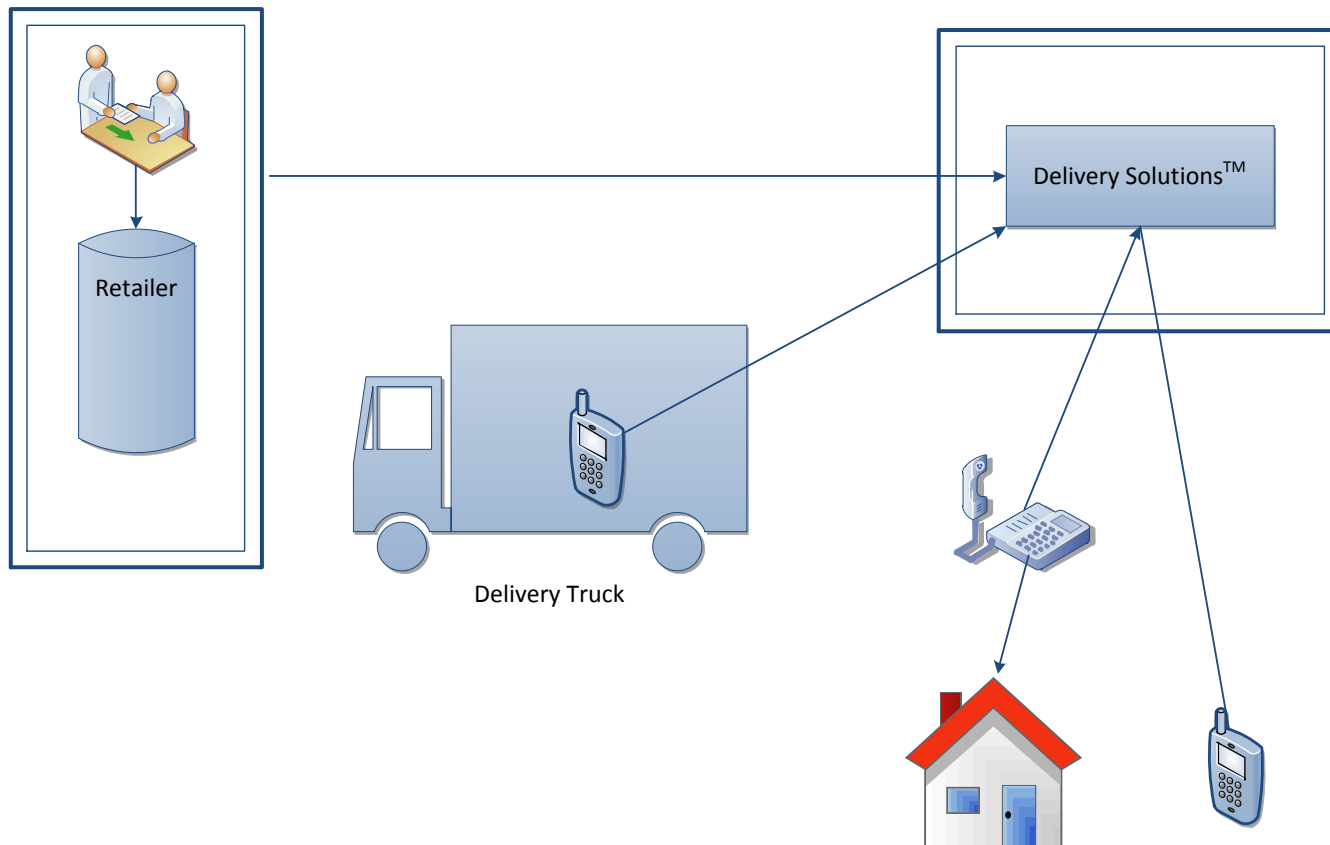
# Delivery Solutions



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# Delivery Solutions™





**ERICSSON**

## InCall - Notes



# In Call Translator



# In Call Translator

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# Conclusions



The emergence of this new generation (or third wave) of speech recognition is being enabled by a number of trends:

- Growth of cloud based SaaS (Software-As-A-Service) offerings
- Growth and maturing of the hand held computing market, especially smartphones & tablets
- Represent a significant shift from “call avoidance in call centers” to “caller convenience”



# Trends & Observations



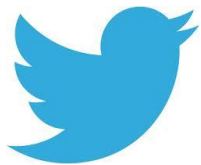
- New group of “web” developers without significant speech application experience
- New tools and application development frameworks
- New “enabling” platforms
- Overall advancing of the use of speech recognition

# Questions



# Contact Information

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