



Tuning Speech Applications for Success

Gerd Graumann
Director of Business Development
Gerd@LumenVox.com
www.LumenVox.com
1-877-977-0707
+1-858-707-7700 (international)

A background image showing a speech waveform with multiple colored lines (green, blue, purple, red) on a dark blue gradient background. The waveform is positioned at the top of the slide, with the title 'Speech Tuning' overlaid on it.

Speech Tuning

- What is Speech Tuning?
- Why is Tuning Important?
- Demonstration of the LumenVox Speech Tuner



What is Speech Tuning?

- Improving speech application post-deployment
- Uses actual call data



Why Tune?

- VUIs are fragile
 - Responses are open-ended
 - Callers are unpredictable
 - Small changes have unexpected consequences



More on Tuning

- Speech development isn't a linear process
- Release cycles – design, deploy, tune, repeat

The LumenVox Speech Tuner



- Easy to use, GUI tool makes tuning simple, even for beginners.
- 3 easy steps: Import data, transcribe & test.
- Analyze, make changes and test all from one location.

The LumenVox Speech Tuner

- The Call Browser allows you to listen to and analyze calls and interactions.
- Filtering tools help pinpoint specific trouble spots.
- The Grammar Tester allows you to make changes to the actual application during tuning.
- Retest your changes with actual caller data – take out the guesswork!