Hva arbeider Nuance med innenfor taleteknologi og hva er planene for fremtiden?

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Länkar:

Norska iTunes

Nuance Nordics

Nuance Mobile Developer

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StarTrek visiting the 80’s

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Nuance – Numbers Speak for Themselves

Mobile solutions in over 5 billion phones, cars and navigation systems

More than 10 billion customer care interactions

Over 21 million registered desktop application users and 100.000 MFP solutions

3000 healthcare institutions and 300 000 doctors

Productivity for Everybody: Efficient, Natural & Safe

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Nuance Offers Automation for Key Markets

Healthcare	Enterprise	Mobile	Imaging
Medical record management and manual transcription services in healthcare	Customer service and call center applications	Command and control capabilities, and voice search and messaging applications for mobile phones and automobiles	MFP scanning, PDF and document automation solutions

> 6000 employees in > 35 offices worldwide

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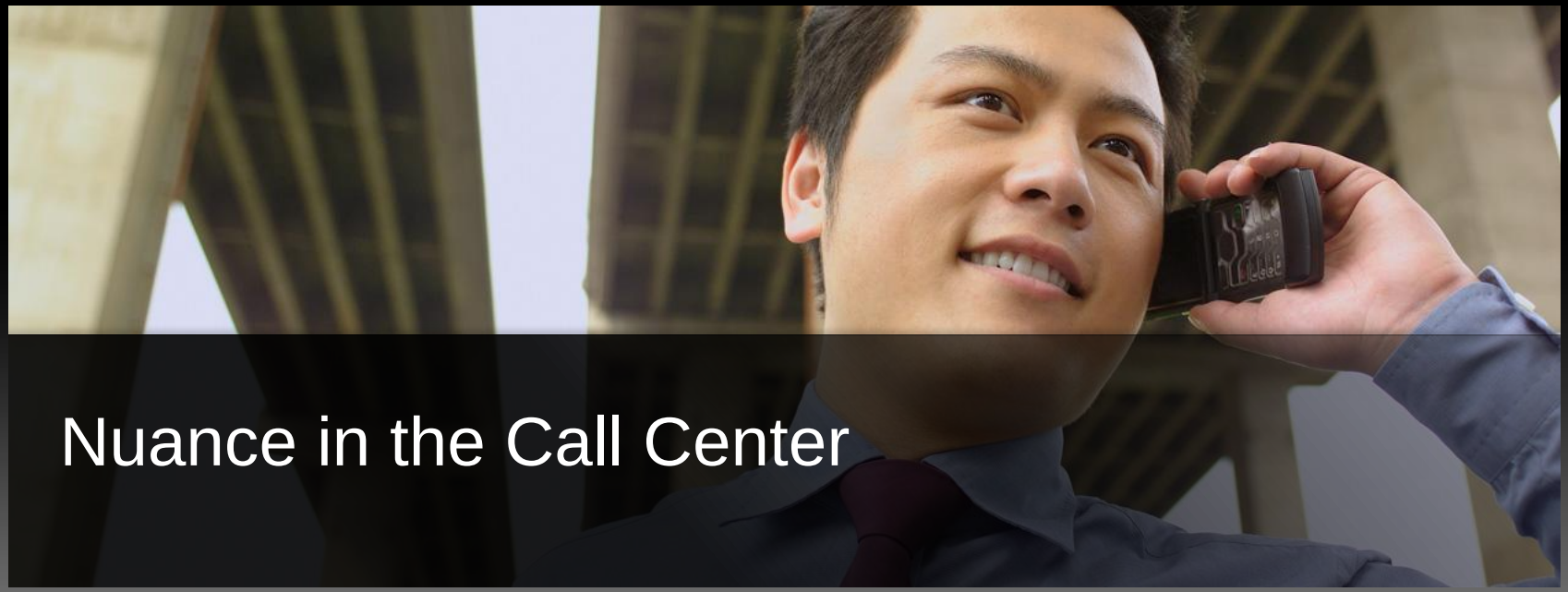

Nuance in the Call Center

Nuance in Customer Care

Solutions
Voice Guided Call Steering
Automated Caller ID&V
Voice Self-Service
Outbound Notification
Nuance Mobile Advantage

Knowledge
Business Consulting
Professional Services
Training & Certification

Experience
Financial Services
Government
Healthcare
Insurance
Telecommunications
Utilities
Retail

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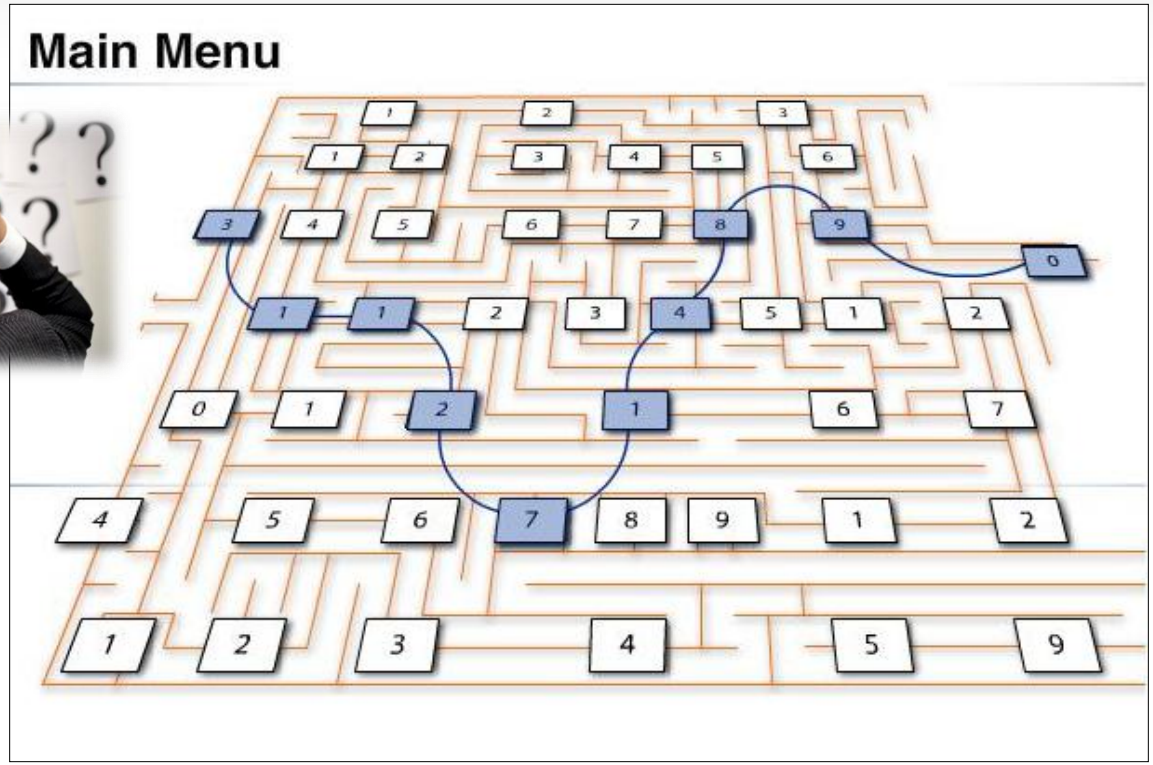
“Mazed and Confused”



“Please listen carefully as our menu options have changed… again.”

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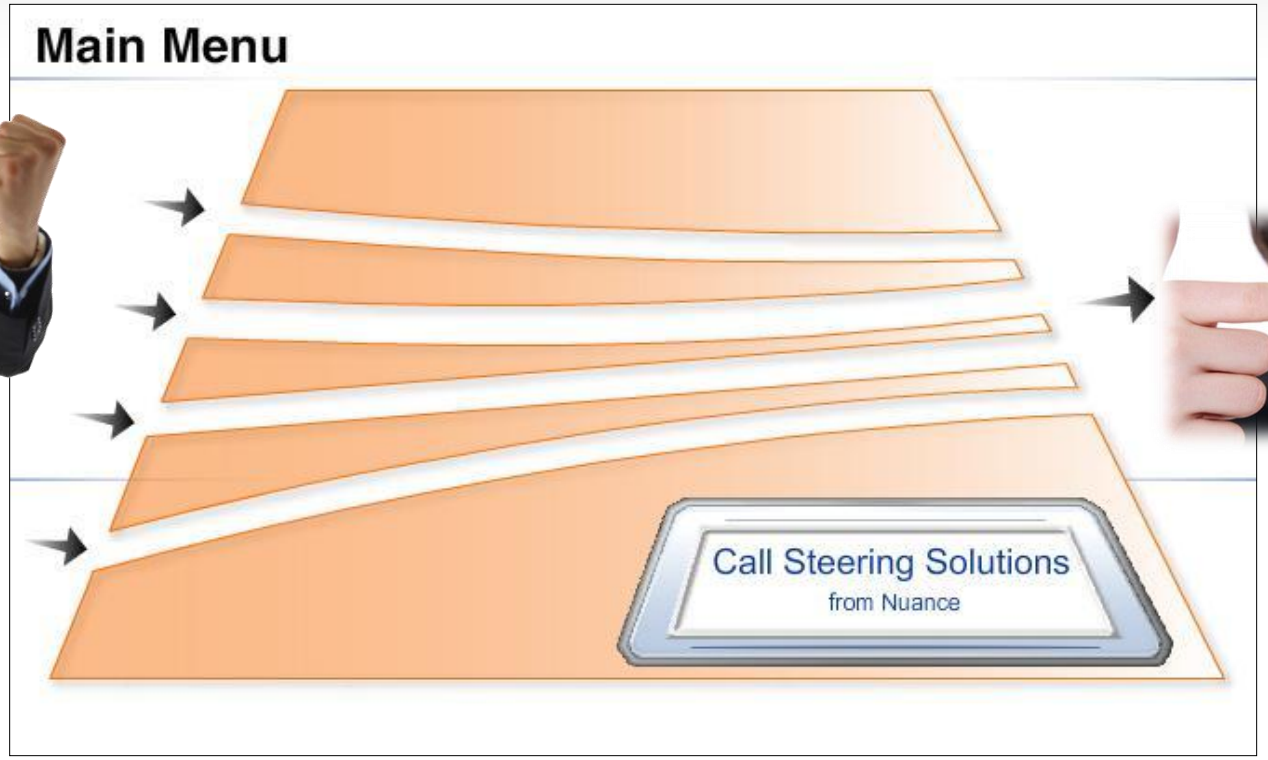
Call Steering – the low-effort way…



“In just a few words, tell me how I can help you today.”

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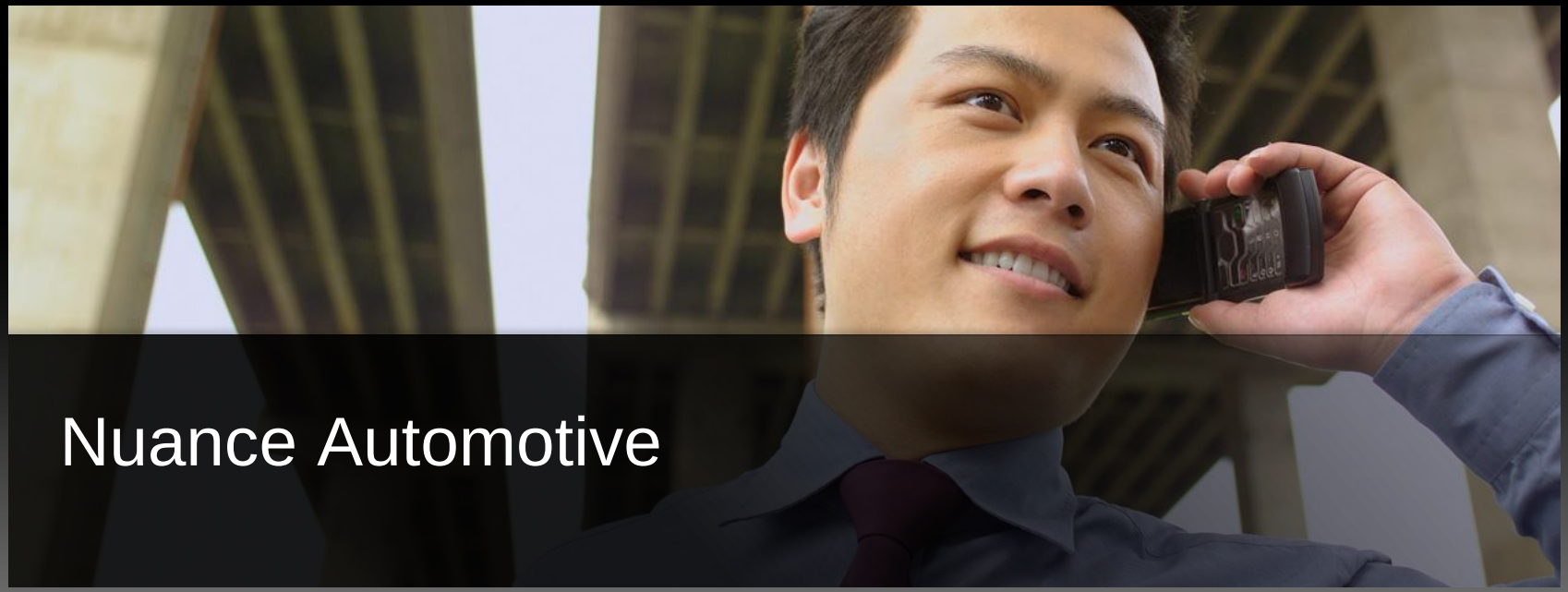

Nuance Automotive

Largest installed base in the industry

Over 50 million cars from all major OEMs equipped with Nuance technology today

Nuance is a trusted partner of all major TIER 1 suppliers

Over 50 millions PNDs use Nuance technology today

Leading aftermarket car kit vendors use Nuance for hands-free solutions

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Nuance Automotive speech-enables all aspects of driving experience

Phone & Messaging

- Number and name dialing
- Caller announcement
- Accepting incoming calls
- Reading out incoming messages
- Message dictation

Navigation

- Destination entry
- Route guidance (e.g. street, city and POI names, etc.)
- Reading out traffic and relevant travel information
- Control of the settings, tools, etc.
- POI search and selection
- Access to connected navigation services

Entertainment

- Radio channel selection
- Control of CD player
- MP3 titles selection
- Reading out music titles

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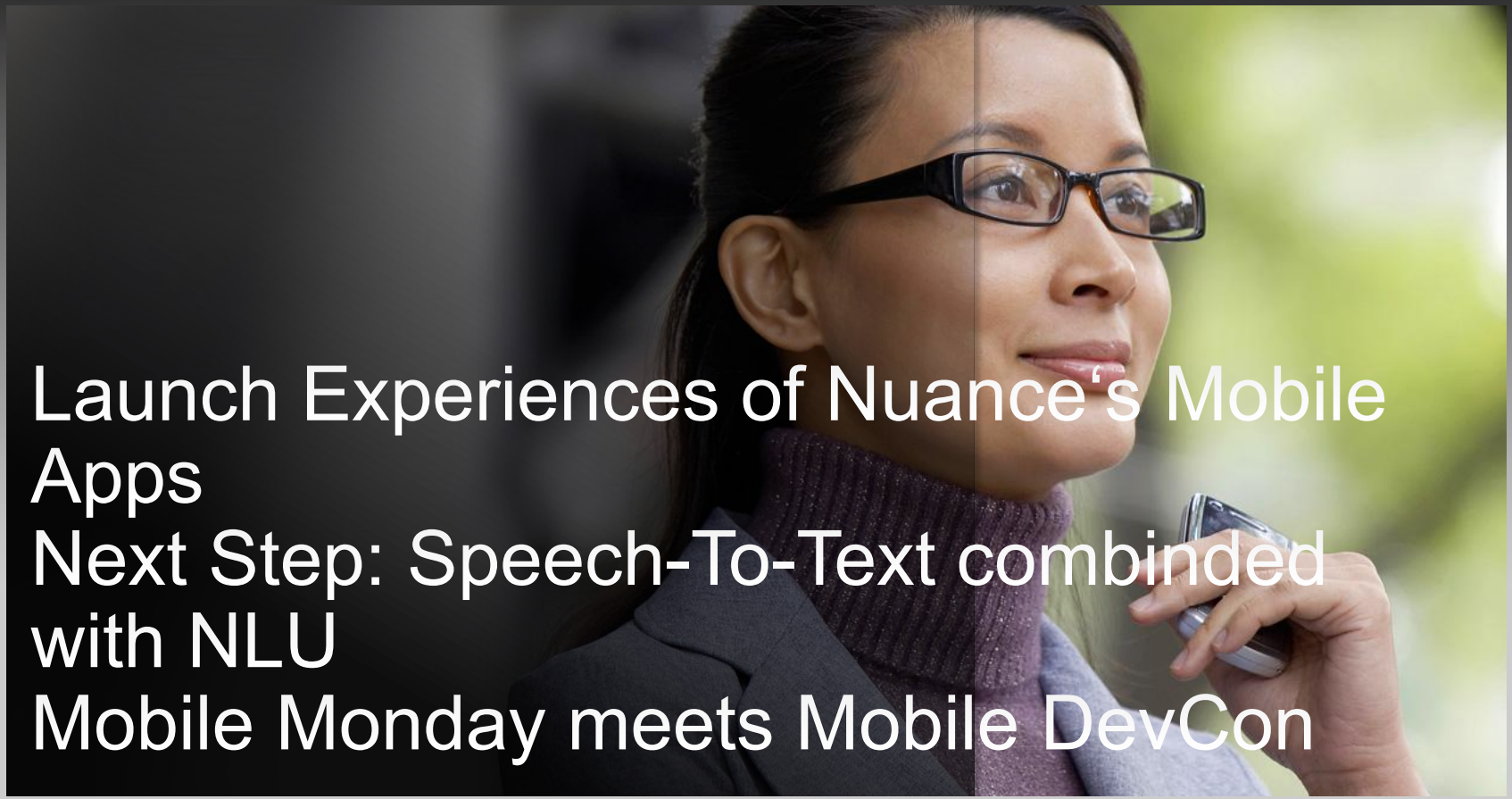

Launch Experiences of Nuance‘s Mobile Apps
Next Step: Speech-To-Text combinded with NLU
Mobile Monday meets Mobile DevCon

Hamburg, Oct 18, 2011

Reimund Schmald, EMEA Mobile Marketing Manager

reimund.schmald@nuance.com

Nuance VoiceMail To Text Stats

1+ Billion messages to date

26 Operators in production

Both mobile and fixed-line operators

Call completion and messaging scenarios

4 Data centers geographically dispersed

Business model diversity

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Nuance Dragon Dictation and Dragon Search

- Dictation launched in Dec 2009
- 21 Languages in 23 countries
- 3 Languages still to come this year
- 13+ Million downloads worldwide
- 1+ Million transactions per day
- #1 Ranking in most local App Stores
- Outstanding PR (Newspapers, TV, Radio) coverage

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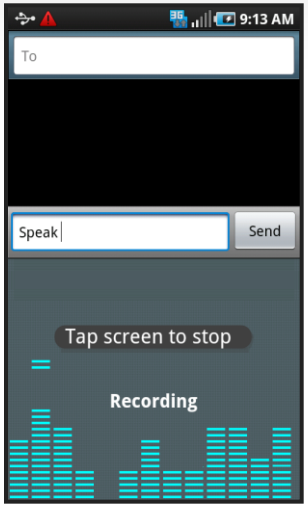
Nuance FlexT9 Android App

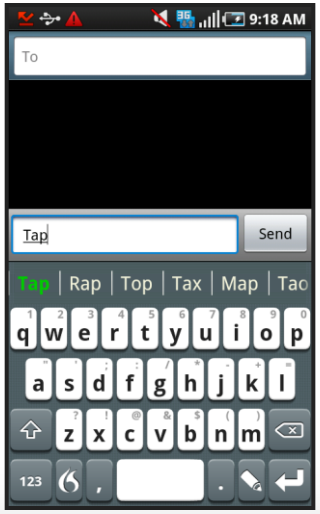
Speak.



Trace.

Write.

Tap.



THE Multi-Modal Keyboard

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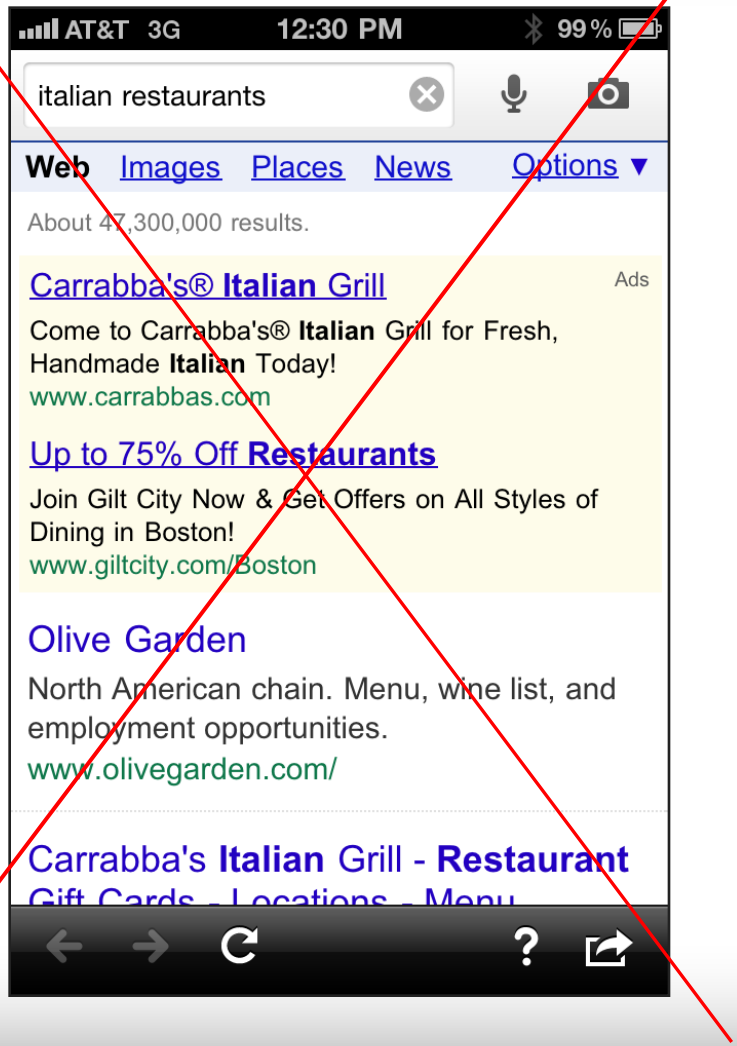
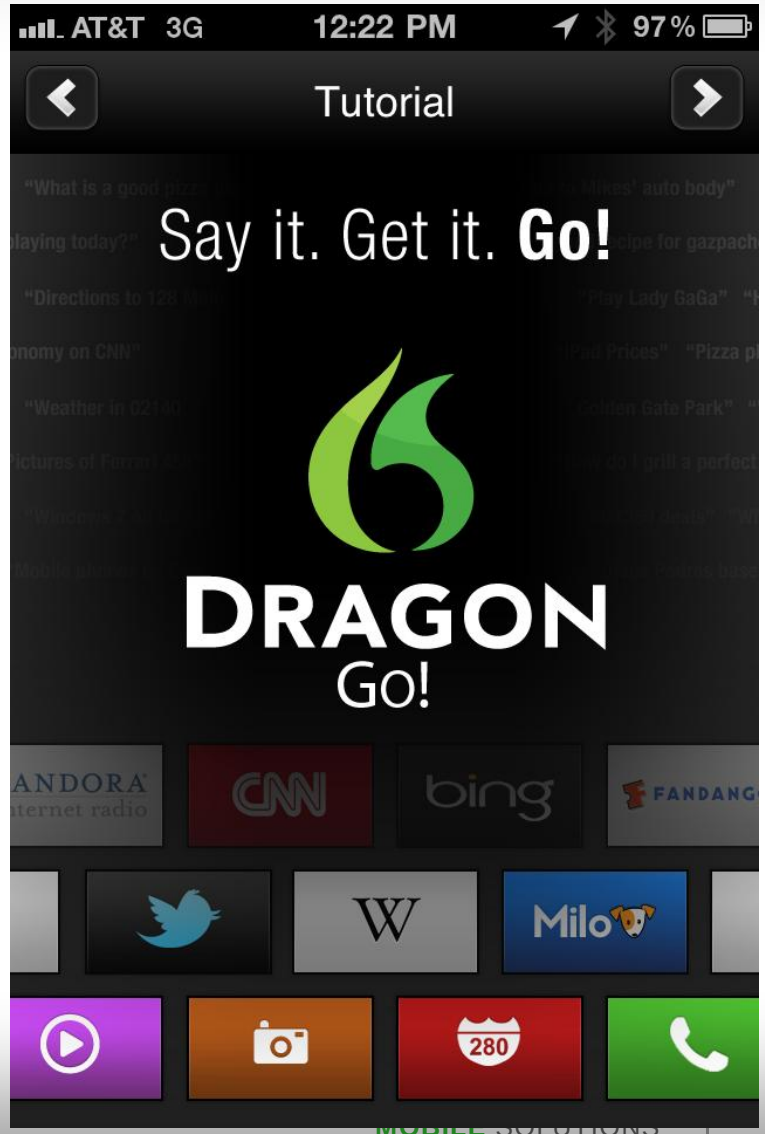
Next Step: Combine SpeechToText with NLU Dragon Go! – NextGenSearch





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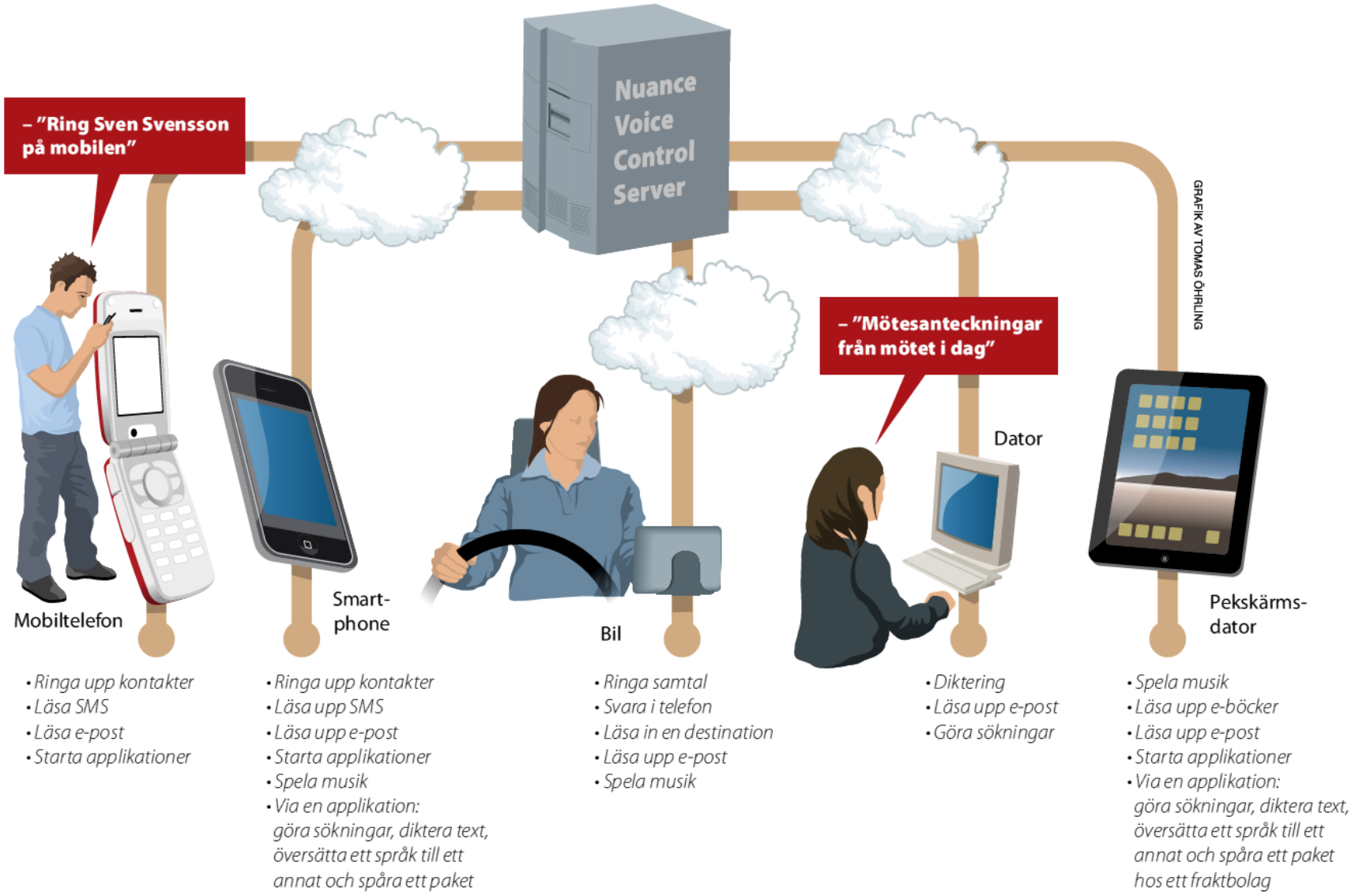
NUANCE



- *Ringa upp kontakter*
- *Läsa SMS*
- *Läsa e-post*
- *Starta applikationer*

- *Ringa upp kontakter*
- *Läsa upp SMS*
- *Läsa upp e-post*
- *Starta applikationer*
- *Spela musik*
- *Via en applikation: göra sökningar, diktera text, översätta ett språk till ett annat och spåra ett paket hos ett fraktbolag*

- *Ringa samtal*
- *Svara i telefon*
- *Läsa in en destination*
- *Läsa upp e-post*
- *Spela musik*

- *Diktering*
- *Läsa upp e-post*
- *Göra sökningar*

- *Spela musik*
- *Läsa upp e-böcker*
- *Läsa upp e-post*
- *Starta applikationer*
- *Via en applikation: göra sökningar, diktera text, översätta ett språk till ett annat och spåra ett paket hos ett fraktbolag*

Where is this all leading to?
Multi Modal UEx On Your Most Popular Devices

Mobile Search

"Find me a health food store near SoHo London"
"Go to website 'Nuance dot com'"
"Find movie with Hugh Grant"

Mobile Command & Control of device functions

"Call John West".
"Switch to BBC".
"Destination Entry"

Mobile Messaging

E-Mail "'Mike Thompson,' 'Mike, I'll see you in the lobby at 7:15."
Post Status: "Just got a new TV. Coming around to watch X-Factor tonight"

Mobile Care

"Show 'Minute Balance.'"
"Top-up account."

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Nuance Bringing Speech Technology to the Developer Community

The Industry's FIRST developer program to offer Speech To Text and Text to Speech integration for any mobile app

5000+ developers registered to date

www.ndevmobile.com

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NDEV Mobile Service Tiers

Silver for developers who are interested in basic ASR and TTS features
free offer

Gold for developers who are interested in advanced functionality and require higher user and/or transaction volumes

Emerald for developers and customers who are interested in engaging with Nuance Professional Services to create a custom tailored package

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NDEV Mobile Case Study – iTranslate

Universal Translator

- "iTranslate is a universal translator for your iPhone, with over 50 languages, dictionaries, text-to-speech and voice recognition. With the new Conversation Mode you can even talk into your phone and it talks back in another language."

Two input modalities

- Say It
- Type It

Launched in January 2009

User Feedback

- *"I think this is a beautiful way to quickly learn any language you're interested in"*
- *"This is a pretty cool application. It works well."*

NDEV Gold Customer utilizing Dictation ASR

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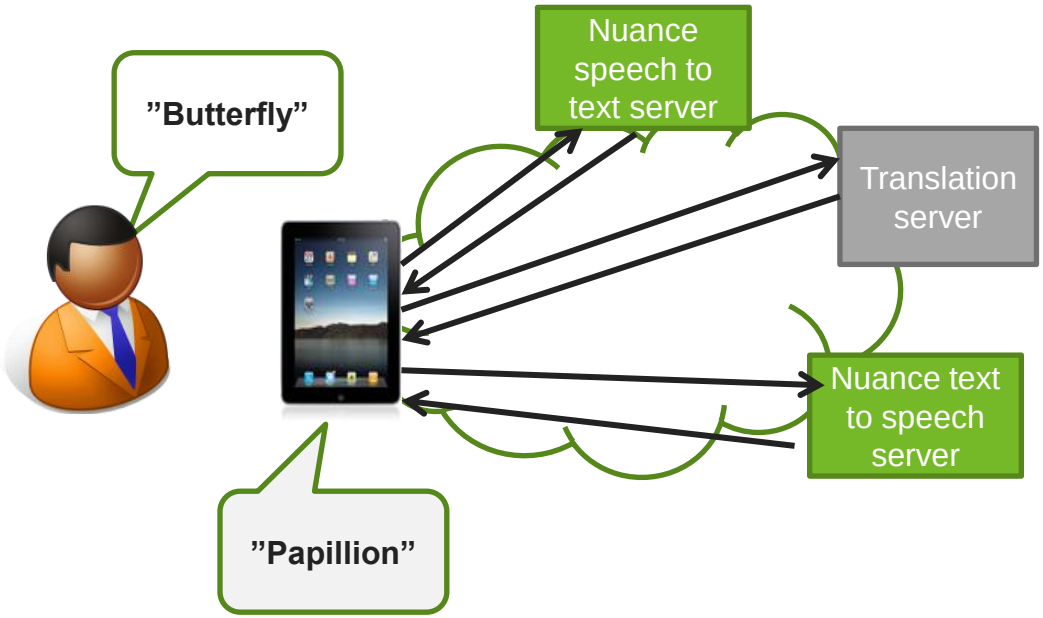
NDEV example - iTranslate

- Demo



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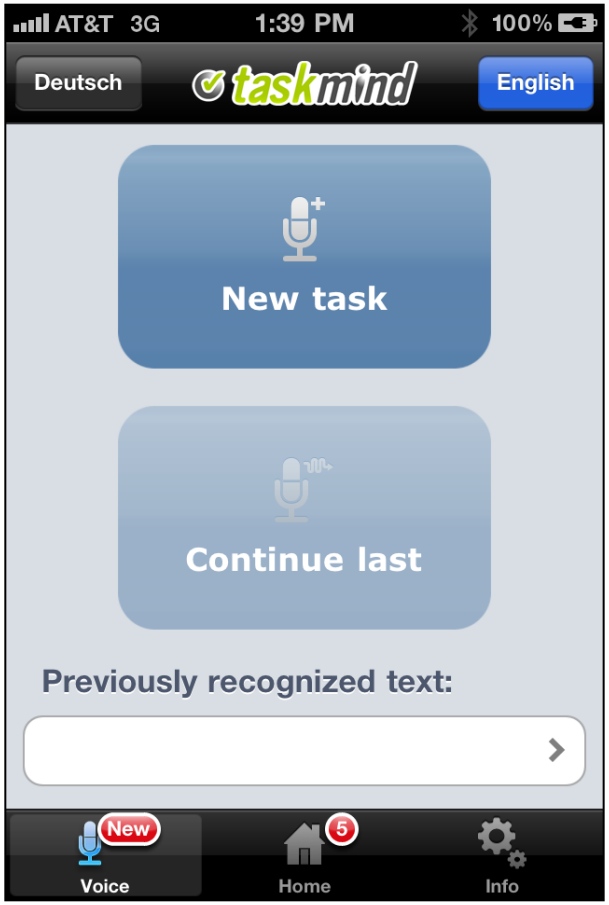
NDEV Mobile Case Study – taskmind



Productivity App

- "Taskmind is a permanent companion on your iPhone or iPad and helps you get your workday tidy. It is your central store for important tasks, projects, and appointments - always within reach. Collaborate with your colleagues anywhere."

Launched in February 2011

iTunes Reviews

- *"Finally a voice activated task scheduler. I now have an easy way to capture my thoughts and notes during the day."*
- *"Dragon Dictation makes this app amazing."*

NDEV Gold Customer utilizing Dictation ASR

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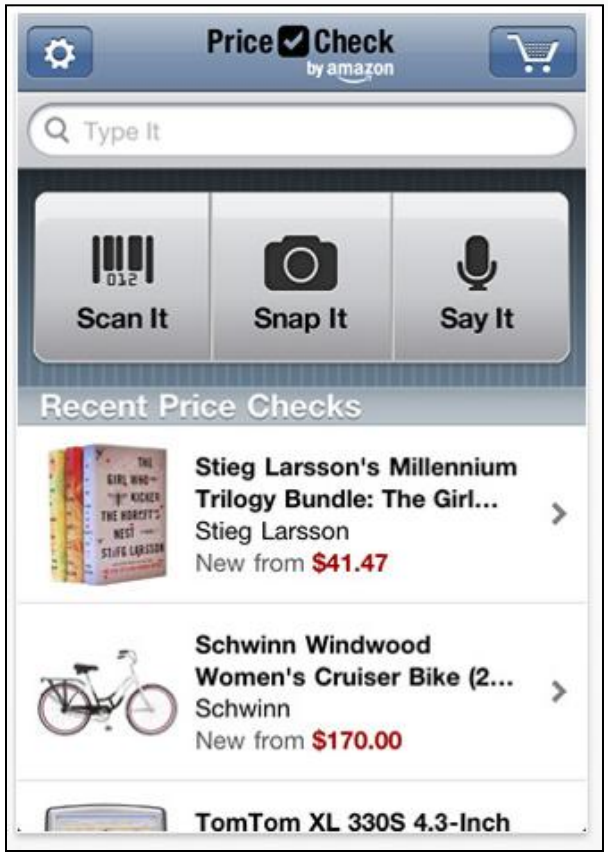
NDEV Mobile Case Study – Amazon Price Check



Price Comparison App

- "With Price Check by Amazon, you can use your iPhone to instantly compare prices with Amazon.com and its merchants while on-the-go."

Four input modalities

- Scan It
- Snap It
- Say It
- Type It

Launched in November 2010

iTunes Reviews

- *"Really like this app. I'm addicted to 'talking' into it and having it find the item. Nice job!"*
- *"This app is great and the speech recognition is super fast and accurate."*
- *"Very accurate."*

NDEV Emerald Customer utilizing Dictation ASR

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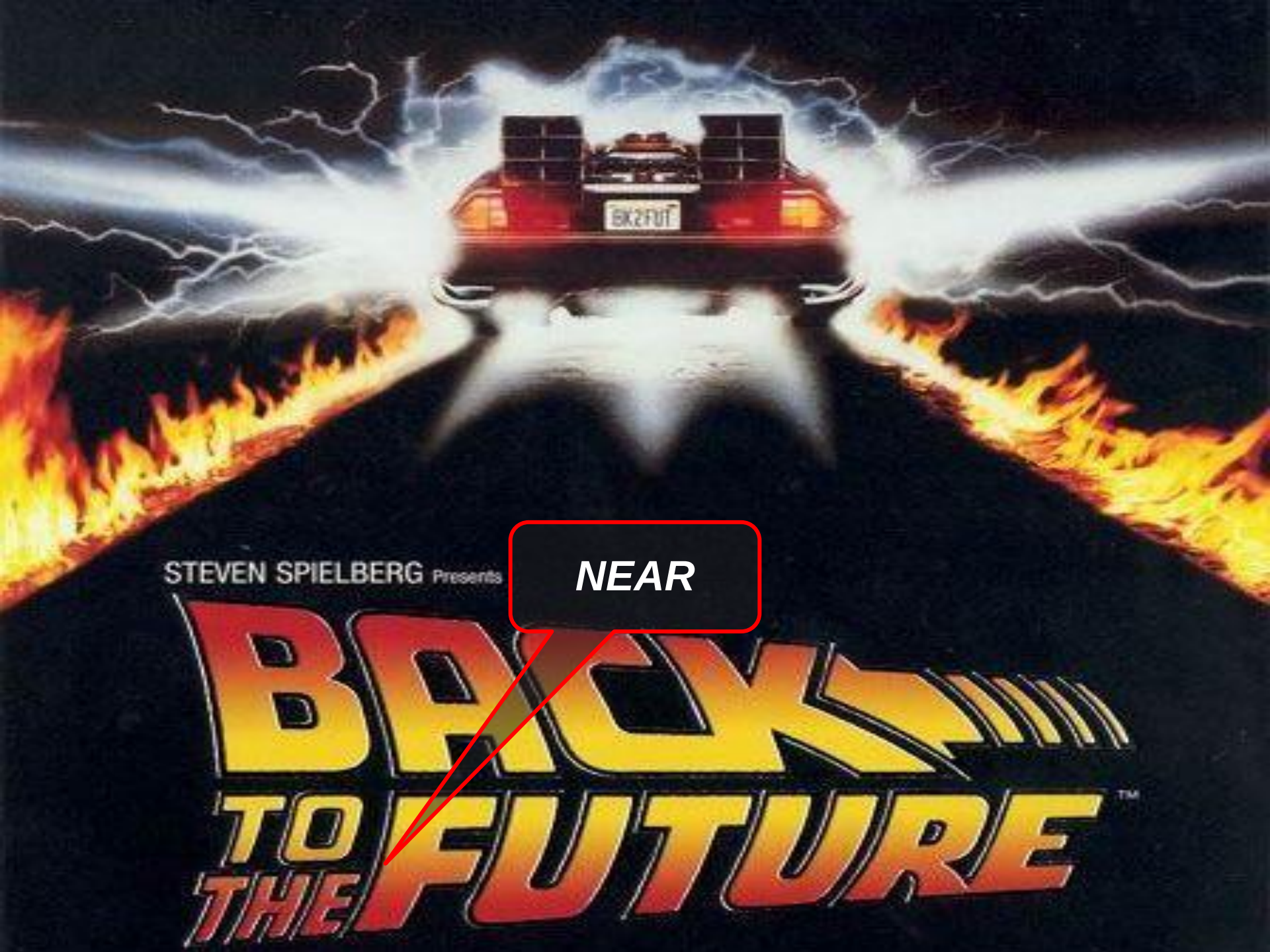
STEVEN SPIELBERG Presents
NEAR
BACK TO THE FUTURE

Some near future areas for speech technology

- Speech Technology and Natural Language Understanding
  - E.g. Dragon GO!
- Speech Technology and Artificial Intelligence
  - The Siri personal assistant - for everybody
    - understands context and connects to location, for the common man
  - Watson – for special usage – e.g. doctors expert system
    - Deep Question Answering (QA), natural language processing and machine learning with Nuance's speech recognition and clinical language understanding software.
- Speech Technology in the connected living room
  - Search movies, music, the internet
  - Command and control

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IBM Watson: The Jeopardy Experience

Natural language understanding by Nuance

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IBM Watson's next adventure:

Healthcare with Nuance

- IBM and Nuance Communications have launched a research program to commercialize Watson for the healthcare industry.
- Nuance has a big footprint in the healthcare market where voice recognition is common.
- The plan for IBM and Nuance is to combine Big Blue's Deep Question Answering (QA), natural language processing and machine learning with Nuance's speech recognition and clinical language understanding software.
- The overall goal for Watson is to sort through volumes of data to help physicians find answers, previous cases and reference material.

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