

Table of Contents

Speech a key feature of the new Google Nexus One “superphone”	1	Verizon Business offers local calls with toll-free features	10
<i>One can speak into any field where one can type</i>	1	<i>Call to a local number can reach distributed VoIP agents or IVR</i>	10
Audience dual-microphone speech processor used in Google Nexus phone	1	Verizon enhances its self-service tools for wireline residential customers	11
<i>Audience announces new version and adoption by AT&T for mobile phones</i>	1	<i>Both web-based and telephone-based services available</i>	11
Ford and Nuance announce enhancements to Ford SYNC	1	Voice Commerce Group expands global voice authentication offering	11
<i>“Natural language speech capabilities” allow more flexible commands</i>	1	<i>Voice payment and transaction verification solutions using Nuance technology</i>	11
Verizon will charge mobile customers for excess bandwidth usage	1	Bouygues Telecom adopts Verint solution with speech analytics	12
<i>At the same time, the company announced new unlimited calling plans</i>	1	<i>Verint software certified compatible with some Avaya systems</i>	12
Editor’s Notes	4	Interact offers toolkit for their VoiceXML/CCXML Media Platform	12
Modality: A key element in the effectiveness of speech user interfaces	4	<i>Supports Interact’s SIP-based software telephone platform</i>	12
<i>Bill Meisel, Publisher & Editor</i>	4	Metaphor Solutions delivers IVR service in one day	12
Ditech expands voice-to-text service to conference calls	4	<i>Behavioral Health Services needed quick action on a patient monitoring system</i>	12
<i>ZipDX becomes first outside firm to use Ditech Application Programming Interface</i>	4	Insurance company uses Nice speech analytics to discover key marketing issue	13
PhoneFusion and Vocalocity use Yap to offer voicemail-to-text	5	<i>Wisconsin Physicians Service product launch optimized from “voice of the customer”</i>	13
<i>Unlimited transcriptions for \$0.99 cents per month from PhoneFusion</i>	5	AT&T demonstrates mobile phone speech app for government-related questions	14
Google updates voice search software/service for Blackberry	6	<i>Shown on Capitol Hill to Congress</i>	14
<i>Search the phone as well as the Web</i>	6	Vlingo cites top ten voice searches on mobile phones	14
Nokia’s free navigation application includes TTS turn-by-turn directions	6	<i>Results and other data suggest Vlingo’s use as a general voice interface</i>	14
<i>Free navigation offers business opportunities for partners such as carriers</i>	6	Study shows customers prefer automated telephone services in some cases	15
SVOX supplies text-to-speech for Android phones	7	<i>Nuance also makes five predictions about the mobile speech market in 2010</i>	15
<i>Built-in TTS engine uses parametric synthesis to maintain small footprint</i>	7	Adepra poll shows banks and card issuers concerned with fraud	17
Loquendo text-to-speech in Alpine’s all-in-one auto unit	7	<i>Outbound interactive calling can help</i>	17
<i>Audio, video, and navigation in one device</i>	7	T-Mobile to test Agnitio speaker authentication in its call centers	17
Loquendo embedded speech technologies on TI’s ebook development platform	8	<i>To be tried first in the Netherlands</i>	17
<i>Loquendo software runs on TI’s OMAP processor</i>	8	Dial2Do service integrated with DriveNTalk Bluetooth Car Kit	17
Kia vehicle system to use Nuance speech recognition	8	<i>Hands-free voice messaging</i>	17
<i>In-dash infotainment system based on Microsoft Auto software</i>	8	RouteMatch Software forms strategic alliance with Ontira Communications	18
Digium and Aumtech partner to offer integrated telephone speech recognition	9	<i>Delivering IVR to transit agencies</i>	18
<i>Aumtech provides MRCP connector for the Microsoft speech engine</i>	9	Speak2Me language learning registers millionth user	18
Adapt Telephony Services provides credit union with natural language solution	9	<i>“Conversational Advertising” in free online English language lesson modules</i>	18
<i>Customer service application on Interactive Intelligence platform</i>	9	Top-Vox upgrades its pick-by-voice warehouse solution	19
Holly Connects releases new version of its VoiceXML platform	10	<i>Manufacturer and distributor of food supplements a recent customer</i>	19
<i>Support for multi-pass speech recognition and full VoiceXML 2.1 compliance</i>	10	Increasing use of mobile phones by rural and sometimes illiterate populations	19
		<i>Kirusa’s VoiceSMS service one option for sending the equivalent of text messages</i>	19
		CommPower to use AT&T text-to-speech for NWS Weather and Warning Services	20
		<i>TTS licensed through Wizzard Software</i>	20

Interview with Peter Trompeter, GyrusLogic **21**
“...the product can engage in a conversational dialog” 21
Interview with Owen Brown, Plantronics **22**
Mobile phones and Unified Communications drive increased use of headsets 22
Interview with Scott McCormick, Connected Vehicle Trade Association **23**
Connected Vehicle ecosystem includes all vehicles and all communication protocols 23
VUI Visions **25**
Revisiting grammar tuning **25**
Yves Normandin, Nu Echo 25

News briefs32

Voicemail-to-text accuracy compared by TMA Associates 32
 Apple’s iPad has a microphone, but for what? 33
 DMG survey of contact centers, sponsored by Aspect, finds 77% of companies using IVRs 33
 Telephonetics recommends “call triage” 33
 PM3 selects Voxeo as platform for global, multi-channel messaging 33
 Digium launches online Asterisk community marketplace 34
 Aspect comments on Avaya/Nortel product roadmap 34
 IVRHost uses Pronexus’ VBVoice to help customers to hear their tweets 34
 “The Mobile Decade is upon us”— Editor, Mobile Marketer 35
 US contact centers spend \$12 billion annually verifying customer identities—research report by ContactBabel 35
 Google extension to ease reading messages and making Google Voice calls within the Google Chrome browser 35
 Google Voice available to iPhone users through a mobile web site 35
 Nuance Dragon Dictation and Dragon Search now available for Apple iPod Touch 35
 Nuance VSuite embedded speech software on Dell Android phones in China and Brazil 36
 Portable electronics device shipments will grow in 2009, according to In-Stat 36
 Garmin Voice Studio allows recording some prompts in a voice of one’s choosing for navigation device 36
 Wireless charging offers a long-term solution to the battery problem for mobile devices 36
 Navteq study reports that nearly half of U.S. consumers are using navigation systems 36
 Toshiba tests speech translation app for mobile phones 36
 Smaato measuring ad click-through rates by operating system 37
 Oregon cellphone ban allows hands-free devices 37
 iSpeech’s DriveSafe.ly 2.0 adds a control to initiate speaking a text message 37
 Infinear offers voice management of Yahoo mail 37
 Pay-for-success advertising service from Marchex 37
 VoltDelta directory assistance database assessed at 99.75% accuracy 37
 NCH Software’s software to record dictation now available as free iPhone app 38
 3M releases the next generation of platform for healthcare dictation, transcription, speech recognition, and document management solutions 38
 Studies say Unified Communications market to reach \$1bn by 2013, and maybe \$30 billion by 2015 (!) 38
 Another law firm expands SRC dictation solution using Nuance speech recognition 38

Autonomy’s eDiscovery technology for legal searches now available in easier-to-use form (and includes audio search) 38
 Elsevier interactive digital learning platform uses text-to-speech 39
 Medical triage in Haiti aided by phrase translations developed at Carnegie Mellon University’s Language Technologies Institute for speech-to-speech system 39
 Solarsoft Business Systems offers voice picking system for warehouses 39
 Children’s clothing company deploys Voxware voice picking in its warehouses 39
 Voice Tracker array microphone from Acoustic Magic captures audio clearly at a distance 40
 Kindle’s text-to-speech feature used in teaching reading to third graders 40
 BrowseAloud text-to-speech solution reads accessible website content, now available at web site of housing provider Bernicia Group 40
 The Sharper Image offers bedside voice control clock and iPod/iPhone docking station 40
 RCA universal remote to have voice input and output 40
 True Companion LLC makes a sex robot one can talk to 41

Financial Notes 41

Nuance acquires SpinVox 41
 HarQen raises \$2.7MM for its next generation voice platform 41
 Investment analyst firm identifies Call Genie as a company to watch 41
 Iffyphone acquires Cloudvox for its customizable phone applications 42
 Voxeo acquires ClackPoint, real-time multi-media collaboration platform 42
 Convergys Corporation reports financial results for Q4 2009 42
 Interactive Intelligence reports 2009 fourth quarter results with revenues and earnings higher 42
 Google reports Q4 revenues of \$6.67 billion, a 17% increase, and operating income of \$1.86 billion 42
 Verizon reports strong wireless customer and data growth in 4Q 43
 Nokia reports rise in quarterly earnings 43
 Advanced Voice Recognition Systems fails to collect on promissory note for its stock 43

People 43

Speech researcher Steve Young of Cambridge University is to be awarded the International Speech Communication Association (ISCA) Medal for Scientific Achievement 43
 Michael Valentine takes position of Executive Vice President and Chief Operating Officer at Cerner 43
 WS iNet hires Mahmood Akhwand as vice president of technology infrastructure for its hosted IVR service 44
 Tim Reynolds joins Voice Commerce Group as Chief Technology Officer 44
 Sean Virnig joins SpeechGear’s Auditory Sciences subsidiary as vice president of sales and marketing 44

For Further Information on Products Mentioned in this Issue 44

Mobile Voice Conference 2010 **48**
Full program now available at
www.mobilevoiceconference.com 48

Mobile Voice Conference 2010

Full program now available at www.mobilevoiceconference.com

The **Applied Voice Input/Output Society (AVIOS)** and Bill Meisel’s **TMA Associates** are organizers of the third annual *Mobile Voice Search Conference* (previously the Voice Search Conference), to be held April 22-23, 2010, at the Hyatt Fisherman’s Wharf in San Francisco, California. **Google** is a Principal Sponsor, and **Ditech, Loquendo, Novauris, and West** are supporting sponsors. A major investment firm named this decade the decade of the Mobile Internet, and usability will determine the degree to which the PC version of the Web translates to mobile phones (see Editors Notes, p. 4).

The conference examines the growth in the use of speech technology (speech recognition in particular) driven by wide adoption of mobile phones. Mobile phones are motivating a different style of application, helping address the limitations of a Graphical User Interface and text entry on the small device. The growing familiarity and credibility of mobile speech applications is also creating new expectations in other environments, such as call centers.

The Mobile Voice Conference is the first to fully examine the impact of this paradigm shift. For more information, see www.mobilevoiceconference.com.

I wish to **subscribe** to *Speech Strategy News* for one year (12 issues), payable in US\$ on US bank—

US\$	Individual rates			Corporate rates*		
Destination	Paper+Web+ Archives**	Web+Archives**	Paper only	Paper+Web + Archives**	Web+ Archives**	Paper only (5 copies)
U.S. & Canada	<input type="checkbox"/> \$495	<input type="checkbox"/> \$425	<input type="checkbox"/> \$425	<input type="checkbox"/> \$1,895*	<input type="checkbox"/> \$1,495*	<input type="checkbox"/> \$1,495
International	<input type="checkbox"/> \$525	<input type="checkbox"/> \$425	<input type="checkbox"/> \$480	<input type="checkbox"/> \$1,895*	<input type="checkbox"/> \$1,495*	<input type="checkbox"/> \$1,495

* *Corporate subscriptions:* Unlimited users within a corporation for Web+Archives; one paper copy mailed in addition if Paper+Web+Archives elected. Five paper copies, sent separately or as a group, if Paper Only elected.

** *Web + Archives:* Searchable current and back issues. Issue on Web can be printed.

I wish to receive **selected news alerts** (less than 2 per month) by email at no additional cost. Email address for alerts (available with all subscription categories): _____

Please send information on your **consulting**.

Name: _____

Company: _____

Address: _____

City, State _____

ZIP/Postal code _____

Country _____

Email (required for email alerts or a Web subscription):

Phone: _____

Check enclosed, payable to TMA Associates
(in U.S. \$ on a U.S. bank).

Invoice me.

Charge my—

Visa MasterCard American Express

Card # _____

Expiration date: _____

Signature: _____

SSN 200

Copyright TMA Associates 2010; All rights reserved. TMA Associates, P.O. Box 570308, Tarzana, CA 91357-0308 USA. Tel: (818) 708-0962. Fax: (818) 232-0368, or go to www.tmaa.com/subscribeosn.

Speech Strategy News is published twelve times per year by TMA Associates, Editor: William S. Meisel. Trademarks mentioned in this publication are the property of the companies mentioned; they are used editorially. The material herein is based on data from sources believed to be reliable, but is not guaranteed as to accuracy and does not purport to be complete. From time to time, the author or TMA Associates may have consulting assignments, advisory positions, own stock, or have other business relations with organizations in speech recognition and associated areas, including companies discussed in this newsletter. *Speech Strategy News* is a trademark of TMA Associates.