

Table of Contents

Microsoft committed to speech technology as part of a Natural User Interface	1	PowerVoice to offer its embedded speech technology for license	10
<i>Keynote at SpeechTEK outlines three legs of their NUI strategy</i>	<i>1</i>	<i>Currently used in mobile voice dialing, secure facility access, and voice control</i>	<i>10</i>
Microsoft Bing for Mobile with voice search available for Android phones	1	PerSay provides app for speaker authentication on the iPhone, iPad, iPod Touch	11
<i>Free download from Verizon Wireless Android phone's Marketplace</i>	<i>1</i>	<i>Voice verification is done within the network</i>	<i>11</i>
Google releases "Voice Actions" for Android	1	Elephant Talk launches ValidSoft voice biometric technology	11
<i>Includes dictating text messages and email</i>	<i>1</i>	<i>"Telco-In-A-Box" mobile telecom platform</i>	<i>11</i>
VoltDelta emphasizes its on-demand telephone services option	1	LNTS reports progress with its speech technology	11
<i>CrystalWave technology consolidates results from recognizers running in parallel</i>	<i>1</i>	<i>Focus on phonetically based audio search and speech-to-text</i>	<i>11</i>
Editor's Notes	5	Nexidia releases next version of its audio analysis software	12
Speaking computer: Natural or unnatural language?	5	<i>Index, classification, and search of audio and video</i>	<i>12</i>
<i>Bill Meisel, Publisher & Editor</i>	<i>5</i>	Social networking customer service center adds Nexidia audio search	13
Voxeo releases new version of its IVR and self-service platform	6	<i>Tools will enhance productivity and identify language and gender in real time</i>	<i>13</i>
<i>Also releases software-as-a-service version of its development tools</i>	<i>6</i>	Nuance introduces Dragon NaturallySpeaking Legal 11	13
Angel announces new products for its "customer experience platform"	7	<i>Increased accuracy and improved correction in speech-to-text software</i>	<i>13</i>
<i>Multimodal and multi-channel extensions and voice biometrics</i>	<i>7</i>	Nuance adds a medical voice search app for the iPhone	14
Avaya Voice Portal, Self Service Optimizer, and Proactive Outreach Manager	8	<i>Results from online medical Web sites</i>	<i>14</i>
<i>Loquendo speech technologies offered on a free-trial basis with Avaya products</i>	<i>8</i>	SRC and Bluewire launch web-based clinical correspondence solution	15
SpeechCycle and Loquendo partner to offer speech technology options	8	<i>Fully integrates with the SRC WinScribe digital dictation system</i>	<i>15</i>
<i>Integrated offering for building and deploying phone applications</i>	<i>8</i>	Nuance adapts Dragon speech-to-text for K-12 education market	15
AV3 provides voice search software add-in for video editing software	9	<i>Includes new "accent model" for younger speakers</i>	<i>15</i>
<i>Module supports Apple's Final Cut Pro package and uses Nexidia speech technology</i>	<i>9</i>	Plum Voice web-based IVR development tool gets heavy use	16
STC voice identification deployed nationally by the Mexican government	9	<i>More than 10,000 developers created voice applications in first month</i>	<i>16</i>
<i>Accessible by more than 250 local police departments in all 32 states of Mexico</i>	<i>9</i>	Ringio provides CRM data with call routing as a service	16
Degama's location-based social networking web site to add speech recognition	9	<i>Advanced PBX functionality for a monthly fee</i>	<i>16</i>
<i>VascoNow is an app for reporting events on the go</i>	<i>9</i>	Philips Speech Processing offers new version of dictation microphone	17
AppTek offers speech recognition engines for license	10	<i>Recording microphone with noise reduction technology</i>	<i>17</i>
<i>Versions for broadcast speech and telephone speech available</i>	<i>10</i>	Verizon Business delivers on cloud solutions for IT applications	17
		<i>Includes delivery of Cisco unified communications/collaboration applications as-a-service</i>	<i>17</i>

Jawbone mobile headset supports Voice on the Go 18
Hands-free email and texting 18

Interactive Digital creates VUI Cloud service 19
Adaptive response to callers and design consulting service 19

Zeacom releases new version of UC and contact center solution 19
Business process automation automates frequent, repetitive inquiries 19

Voxware announces new version of its voice picking software for warehouses 20
Features central management of multiple warehouse operations 20

Belgravium makes food warehouse coop more efficient 20
Voice picking helps dispatch 55,000 cases per week 20

Speech recognition system from Zetes helps sell flowers before they wilt 21
FloraHolland uses voice picking to fill orders quickly at auction 21

Interview with David Taylor, Telstra 21
Speech technology – an Australian service provider’s perspective 21

Interview with Michael Finke, M*Modal 22
Making clinical documentation intuitive and meaningful to the physician 22

VUI Visions 25

2010 AVIXD VUI Workshop: Speech in a Multi-Channel World – A Preliminary Summary 25
Peter Krogh, SpeechCycle, with contributions from Ed Elrod, Jenni McKenzie and Jon Bloom 25

News briefs..... 29

Judge finds for West Interactive in IVR patent case brought by Phoenix.....29

25% of queries made on Android 2.0 devices in the US are made using voice search.....29

Mobile Web activity on Android up 400% in the second quarter.....29

Mobile device sales grow to 325.8 million units worldwide during Q2.....29

Android-based phones as a group outsold smartphones from RIM and Apple in April-June period.....29

Mobile revenue forecast to surpass all fixed-line services by the end of 2015.....30

Mobile data use has almost tripled in the past 12 months30

Wireless data use (and revenue) continues to surge ..30

IMS Research predicts that the number of connected vehicles will grow from 1.1 million in 2009 to six million in 201730

Dragon Dictation 2.0 mobile app available in German and UK English.....30

Verizon Wireless introduces DROID 2 from Motorola ..30

Nuance part of the “genius” behind T-Mobile's Genius Button30

Oracle sues Google for patent infringement for Java-based technology inside Android software31

Report: Global market for Unified Communications products to reach \$16.8 Billion by 2015.....31

Google adds VoIP call service to Gmail–make calls through your web browser31

iPhone for Verizon Wireless on the horizon?31

Tata Indicom subscribers can now Tweet using the voice channel31

Wireless service providers reportedly teaming to provide a smartphone payment system that replaces credit and debit cards31

Intel and Nokia create joint university research center to explore new user interfaces and experiences.....31

PhoneQ from Macrosoft allows users to queue phone calls and dial automatically32

PlantCML provides rapid notification solutions using Loquendo text-to-speech.....32

Aurix signs call recording vendor, CTI Group, for resale of speech search and analytics32

FST21 security system uses speaker authentication and facial recognition to reduce need for security personnel32

Pronexus launches web site to find pre-built IVR solutions based on their development environment from multiple vendors32

HRRG uses UTOPIA’s speech analytics in healthcare collections32

Dolbey and Nuance integrate solutions for test results management.....32

GyrusLogic’s “Conversational Dialog Application Development” solution can automatically handle multiple languages33

Call routing speech recognition system aids Dutch police33

Call Genie enters into long term contract with France Telecom33

Verint adds forecasting and scheduling functionality to its Impact 360 for Public Safety call centers.....33

Interact Incorporated makes voicemail more flexible as part of an integrated voice solution33

Westlake Financial Services upgrades its contact center with Aspect solutions.....33

Clarity product offers voice authentication for ATMs using the account holder’s phone34

Healthcare Documentation Quality Assessment and Management Best Practices unveiled, MedQuist announces support.....34

Medical Transcription Industry Association changes its name to Clinical Documentation Industry Association, “representing the needs of medical transcription and speech recognition companies...”34

SaskTel extends voicemail-to-text agreement with Nuance34

Study finds higher dissatisfaction with outsourced call centers.....35

BigHand releases BigHand for Healthcare digital dictation and speech recognition solution.....35

M*Modal launches blog aimed at boosting efficiency of Medical Transcription Services Organizations35

Entrada extends its medical documentation platform to Apple mobile devices, capturing voice reports for transcription using speech recognition.....35

McGraw-Hill uses speech recognition for online assessment to accelerate English language learning in China35

Gefen ships TV “Auto Volume Stabilizer” device.....36

Microsoft to improve audio quality with improved codec for Xbox in fall update36

American National Standards Institute publishes standard for “Speaker Recognition Format for Raw Data Interchange”36

Wavelink technology voice-enables rugged mobile devices with minimal development effort.....36

Kindle 3 book reader includes expanded Nuance text-to-speech.....36

Nuance Vocalizer text-to-speech technology will be available as part of the Blio eReader software36

Home control software from Habitek controlled by speech37

Ford can install software wirelessly on Sync and other systems on the assembly line, tailoring them for their destination37

Tenacity accessibility solution for enterprise phones to be sold by Communication Adaption Technology Services in Africa37

Firesay adds limited voice control to Firefox browser..37

EBSCO Publishing adds text-to-speech to its online databases using Texthelp software.....37

AVAST makes its anti-virus software accessible to the blind using JAWS screen reader38

Lyric Semiconductor to produce probabilistic logic chips38

IBM Supercomputer will compete on Jeopardy TV show38

Nuance does text.....38

People42

SRI International President and CEO Curtis R. Carlson named to National Advisory Council on Innovation and Entrepreneurship.....42

Vocollect Board Of Directors names Joe Pajer CEO42

For Further Information on Products Mentioned in this Issue.....43

Mobile Voice Conference 2011 47

Book: Speech in the User Interface: Lessons from Experience 47

Financial Notes 39

Nuance announces fiscal third quarter fiscal 2010 revenue of \$273.2 million, a 13.4% increase.....39

One of the “world’s greatest investors” recommends Nuance stock40

Voxeo acquires Teleku40

Convergys reports second quarter results.....40

Telstra revenue declined 2.2% to \$24.8 billion with a profit of \$3.9 billion.....40

MedQuist reports Q2 2010 revenue up 26%.....40

Scientific Learning reports Q2 revenues increased 16% to \$12.3 million with an astounding profit margin of 76.8%41

Astute Solutions acquires Speech Labs41

Wizzard Software announces Q2 financial results show “legacy” speech business growing faster than new media business.....41

Sandata Technologies acquires Medical Management Technology Group and expands speaker verification offerings41

Elephant Talk Communications reports Q2 revenues of \$9.6 million, a 14.5% decrease42

Skype to go public, cites 560 million registered users 42

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

US\$ <i>Destination</i>	<i>Individual rates</i>			<i>Corporate rates*</i>		
	<i>Paper+Web+Archives**</i>	<i>Web+Archives**</i>	<i>Paper only</i>	<i>Paper+Web+Archives**</i>	<i>Web+Archives**</i>	<i>Paper only (5 copies)</i>
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 207

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/subscribetossn.

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.