TOPICS INCLUDE:

◈ How to build and train bots to drive text chat and spoken dialogues ◈ How to transform and unify digital business communications ◈ How to prevent fraud using biometrics ◈ How to voice-enable devices connected to the Internet of Things ◈ How to evaluate speech-enabled applications or services ◈ How to improve speech-enabled applications or services by using analytics and tuning ◈ How to design and develop conversational user interfaces
Welcome to SpeechTEK 2017
Washington, D.C.
April 24–26
Washington Marriott Wardman Park

Welcome to SpeechTEK 2017. Welcome to the conference!

PROGRAM CHAIR
James A. Larson, Vice President, Larson Technical Services

ROOM LOCATIONS
Monday Keynote, Monday & Tuesday Lunches = Thurgood Marshall Ballroom
MONDAY
Track A = Madison
Track B = Hoover
Track C = Thurgood Marshall East/South
Track D = Coolidge
TUESDAY
Keynote, Track A = Thurgood Marshall East/South
Track B = Thurgood Marshall North
Track C, SD201 = Thurgood Marshall West
Track D, SD202 = Madison
SD203 = Harding
WEDNESDAY
Keynote, Track A = Thurgood Marshall East/South
Track B, SD301 = Thurgood Marshall North
Track C, SD302 = Thurgood Marshall West
Track D, SD303 = Madison

WI-FI
Wireless internet access is available in the conference session rooms. Connect to Network (SSID): MARRIOTT CONFERENCE; open browser for login page; enter Conference Code: infotoday; click on Submit.

CONTINENTAL BREAKFAST & BREAKS
A continental breakfast is provided for conference attendees each morning from 8:00 a.m. to 9:00 a.m. before the keynote session. Additional breaks will take place each day. Please check the schedule for exact times and locations.

GRAND OPENING RECEPTION
Join your peers on Monday from 5:00 p.m. – 7:00 p.m. as we celebrate the grand opening of the Customer Solutions Expo located in Exhibit Hall C. Visit with conference sponsors, exhibitors, speakers, and other attendees while enjoying light hors d’oeuvres and drinks.

NETWORKING RECEPTION
Join your peers on Tuesday evening from 5:30 p.m. – 7:00 p.m. for a networking reception. The reception will take place on the Wardman East Lawn. Mingle with exhibitors, speakers, and conference attendees while enjoying good food and drinks.

PRESS ROOM/MEDIA CENTER
The press area is located in the Jackson Room. The press room hours are as follows:
Monday, April 24 .................. 8:30 a.m. – 4:30 p.m.
Tuesday, April 25 ................. 8:30 a.m. – 4:30 p.m.
Wednesday, April 26 .......... 8:30 a.m. – 1:00 p.m.

ONLINE PRESENTATIONS
Speaker presentations are currently available online. These presentations will also be available after the conference. Instructions on how to access presentations are below:
URL: http://www.speechtek.com/2017/Presentations.aspx
Username/Password: DC2017

SUNRISE DISCUSSIONS
SpeechTEK will host early morning discussions on Tuesday and Wednesday for business professionals, project leaders, designers, and developers to openly talk about a variety of topics. This is a great opportunity for attendees to network, discuss challenges, and share ideas with peers and speech technology professionals.

CUSTOMER CASE STUDIES
Customer case study presentations give you insight into how speech technologies apply in real-world situations. Presentations share how to successfully procure and deploy existing speech applications and avoid common pitfalls.

SPEECHTEK UNIVERSITY
SpeechTEK University courses are in-depth, focused, 3-hour seminars on topics of special interest to speech technology and IT professionals. Taught by experienced instructors, the courses offer a structured and participatory learning experience. These are separately priced or may be purchased as part of your conference registration. See pages 6 for detailed course information.

EMAIL STATIONS
Email stations will be located in the Customer Solutions Expo and available during regular exhibit hours for attendees.

CUSTOMER SOLUTIONS EXPO
Networking options abound as three great events converge in the Customer Solutions Expo. Join attendees, speakers, and exhibitors from CRM Evolution, SpeechTEK, and Customer Service Experience as they come together in the Expo to feature the leading sales, marketing, customer service, and speech recognition solutions.

Monday, April 24 ................. 5:00 p.m. – 7:00 p.m.
Grand Opening Reception
Tuesday, April 25 ............... 10:00 a.m. – 5:30 p.m.
Wednesday, April 26 ........... 10:00 a.m. – 1:00 p.m.

REGISTRATION DESK HOURS
Monday, April 24 ................. 7:00 a.m. – 7:00 p.m.
Tuesday, April 25 ............... 7:30 a.m. – 5:30 p.m.
Wednesday, April 26 .......... 8:00 a.m. – 4:00 p.m.

CONNECT WITH SPEECHTEK!
Join SpeechTEK group discussions on Twitter by using #SpeechTEK in your tweets! You can also find SpeechTEK on Facebook, Google+, and LinkedIn.

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CONFERENCE AT-A-GlANCE

MONDAY, APRIL 24

8:45 a.m. - 9:45 a.m.  WELCOME & OPENING KEYNOTE  Thurgood Marshall Ballroom
  Speeding to Success: Quantifying the Customer Experience  Gerry McGovern, Founder & CEO, Customer Carewords, & Author

9:45 a.m. - 10:15 a.m.  COFFEE BREAK

10:15 a.m. - 11:00 a.m.  TRACK A = CONVERSATIONAL INTERFACES  Madison
  Building Cross-Platform Experiences  Getttenbyen

11:15 a.m. - 12:00 p.m.  TRACK A = CONVERSATIONAL INTERFACES  Madison
  Conversational AI in Gaming  Spring

12:15 p.m. - 1:00 p.m.  TRACK A = CONVERSATIONAL INTERFACES  Madison
  PANEL: Do-It-Yourself IVR?  Fisher

SOLUTION SESSIONS = Interactions

1:15 p.m. - 2:00 p.m.  TRACK A = CONVERSATIONAL INTERFACES  Madison
  Has Tom Cruise Ever Won an Oscar?  Pearl

2:15 p.m. - 3:00 p.m.  TRACK A = CONVERSATIONAL INTERFACES  Madison
  Conversational UI Is a Minefield  Paulus

3:15 p.m. - 4:00 p.m.  TRACK A = CONVERSATIONAL INTERFACES  Madison
  PANEL: Do-It-Yourself IVR?  Fisher

SOLUTION SESSIONS = Interactions

4:15 p.m. - 5:00 p.m.  TRACK A = CONVERSATIONAL INTERFACES  Madison
  SOLUTION SESSIONS = Convergys

5:00 p.m. - 7:00 p.m.

TRACK B = DIGITAL TRANSFORMATION  Hoover

10:00 a.m. - 10:45 a.m.  TRACK B = DIGITAL TRANSFORMATION  Hoover
  Modernize Your IVR  Goebel

11:30 a.m. - 12:15 p.m.  TRACK B = DIGITAL TRANSFORMATION  Hoover
  IVR to Digital Journeys  Baul

1:00 p.m. - 1:45 p.m.  TRACK B = DIGITAL TRANSFORMATION  Hoover
  Chat Is the Failure of Digital Self-Service  McKenna

SOLUTION SESSIONS = Omilia

12:30 p.m. - 1:15 p.m.  TRACK B = DIGITAL TRANSFORMATION  Hoover
  Keynote Lunch  Thurgood Marshall Ballroom

TUESDAY, APRIL 25

8:00 a.m. - 8:45 a.m.  KEYNOTE PANEL  Thurgood Marshall East/South
  The Way Forward  MODERATOR: Dan Miller, Lead Analyst, Opus Research

9:00 a.m. - 10:45 a.m.

TRACK A = BOTS  Thurgood Marshall East/South
  What Is So New About Chatbots?  McTeer

11:30 a.m. - 12:15 p.m.

TRACK A = BOTS  Thurgood Marshall East/South
  Unified NL for Bots and IVRs  Singh

12:30 p.m. - 1:15 p.m.

TRACK A = BOTS  Thurgood Marshall East/South
  SOLUTION SESSIONS = Interactions

1:45 p.m. - 2:30 p.m.  TRACK A = BOTS  Thurgood Marshall East/South
  Voice Services in a World of Bots  Miller

2:45 p.m. - 3:30 p.m.

TRACK A = BOTS  Thurgood Marshall East/South
  Speech in the Car: Embedded vs. Cloud  Schalk

3:45 p.m. - 4:30 p.m.

TRACK A = BOTS  Thurgood Marshall East/South
  Medical Case Studies  Goriparthi & Szczurek, Shivler & Do

5:00 p.m. - 7:00 p.m.  BREAK IN THE

TRACK B = TALKING WITH THINGS  Thurgood Marshall North
  Add Voice to Hardware Product?  Grebler

10:15 a.m. - 11:00 a.m.  TRACK B = TALKING WITH THINGS  Thurgood Marshall North
  Speaking With Autonomous Devices  Dahl

11:15 a.m. - 12:00 p.m.

TRACK B = TALKING WITH THINGS  Thurgood Marshall North
  From IVR to IoT: Digital Transformation in the Real World  Allyson Boudousque  sponsored by

12:30 p.m. - 1:15 p.m.

TRACK B = TALKING WITH THINGS  Thurgood Marshall North
  Biometrics in Voice-Enabled Devices  Bratman

1:45 p.m. - 2:30 p.m.

TRACK B = TALKING WITH THINGS  Thurgood Marshall North
  Why You'll Want a Robot  Krogh

2:45 p.m. - 3:30 p.m.

TRACK B = TALKING WITH THINGS  Thurgood Marshall North
  Digital Transformation Case Studies  Montgomery, Goel & Baldwin

4:15 p.m. - 5:00 p.m.

TRACK B = TALKING WITH THINGS  Thurgood Marshall North
  NETWORKING RECEPTION  Wardman East Lawn

5:30 p.m. - 7:00 p.m.  BREAK IN THE

WEDNESDAY, APRIL 26

8:00 a.m. - 8:45 a.m.  KEYNOTE PANEL  Thurgood Marshall East/South
  The Future of Conversational Robots  MODERATOR: Leor Grebler, CEO, Unified Computer Intelligence Corp.

9:00 a.m. - 10:45 a.m.

TRACK A = INNOVATIVE USES OF ASR  Thurgood Marshall East/South
  Speech Analysis Detects Diseases  Adams

10:15 a.m. - 11:00 a.m.  TRACK A = INNOVATIVE USES OF ASR  Thurgood Marshall East/South
  Augmenting Language Learning  Soward

11:15 a.m. - 12:00 p.m.

TRACK A = INNOVATIVE USES OF ASR  Thurgood Marshall East/South
  PANEL: Explaining Tuning Data  Stallings

12:30 p.m. - 1:15 p.m.

TRACK A = INNOVATIVE USES OF ASR  Thurgood Marshall East/South
  Patent & IP Update  Hoffberg & Cohen

1:45 p.m. - 2:30 p.m.  TRACK A = INNOVATIVE USES OF ASR  Thurgood Marshall East/South
  Grammar Tuning for Newbies  Burnett

2:45 p.m. - 3:30 p.m.

TRACK B = SELF-SERVICE TECHNOLOGIES  Thurgood Marshall North
  Blending Self-Service & Assisted Service  Tepper

3:45 p.m. - 4:30 p.m.

TRACK B = SELF-SERVICE TECHNOLOGIES  Thurgood Marshall North
  PANEL: Adding Visuals to Voice  Reedy

4:15 p.m. - 5:00 p.m.  TRACK C = METRICS  Thurgood Marshall West
  Business Intelligence Metrics  Rapsinski

5:30 p.m. - 7:00 p.m.  BREAK IN THE
### AT-A-GLANCE

**Sunday, April 23**

1:30 p.m. – 4:30 p.m.

**STKU-1** Natural Language Understanding  
Hoover  
Deborah Dahl, Principal, Conversational Technologies

Natural language interaction with automated agents in call centers, with chatbots, and virtual assistants on mobile devices is becoming more and more common. Through developer tools such as Microsoft Luis, IBM Watson, the Alexa Skills Kit, and Nuance Mix, natural language understanding capabilities are becoming increasingly accessible to developers who want to provide natural interfaces to their applications. In addition, new developments in machine learning such as Deep Learning are leading to rapid improvements in the technology. This workshop covers three topics in natural language interaction. First, we review the spectrum of different types of natural language applications. Then, we look at the technologies that underlie natural language interaction. Finally, we review the natural language understanding development process and work hands-on with some of the current development tools. Attendees are welcome to bring their own ideas for applications for discussion. Bring your laptops.

**STKU-2** The Nuts & Bolts of Tuning a Speech Application  
Coolidge  
Nancy Gardner, Senior Engineer, Verizon Enterprise Solutions, Professional Services, Verizon

The workshop provides step-by-step guidelines of the speech application tuning process, starting with data collection, data transcriptions, and data tagging and going all the way to delivering a customer-focused recommendation report. Participants gain firsthand understanding of the three aspects of tuning: speech recognition performance, grammar, and dialogue design. The course examines whole call recording tools as well as tools that capture speech event logs and produces metrics. Participants engage in a structured tuning data analysis that targets high-usage dialogue states. In addition to traditional methods, the course introduces an innovative approach to tuning by combining a heuristic usability evaluation with the analysis. This simple, low-cost, low-impact usability assessment provides a caller focus and translates directly to building a business case for the tuning recommendations. Finally, the course explores how tuning methods need to adapt to the broader speech landscape that now includes multi-channel applications, in-car applications, wearable, and mobile devices.

**STKU-3** Natural Language Understanding for Chatbots: Issues & Solutions  
Harding  
Michael McTear, Professor, Ulster University

In order to provide a flexible and intelligent service to users, chatbots must be able to understand natural language text and to engage in conversational interaction. The first part of this tutorial introduces a range of natural language understanding (NLU) technologies and highlights those that are particularly relevant for chatbot developers. The second part of the tutorial provides a hands-on exploration of the API.ai tools. API.ai was acquired by Google in 2016 and is being used to provide NLU and conversational capabilities for Google Assistant. Learn how to use API.ai to parse messages into structured data, to predict the next actions to be performed by your bot, and to create slot-filling dialogues. Bring your laptops to develop a sample chatbot.

**STKU-4** Using a Data-Driven Approach to Design, Build, & Tune Spoken Dialogue Systems  
McKinley  
David Altvater, Senior Scientist, Enterprise Integration Group

This workshop addresses the whole lifecycle of using data-driven approaches to design, train, and tune practical dialogue systems. The workshop focuses on natural language solutions in call center applications, but many of the techniques are equally applicable to building robust intelligent assistants. Topics covered in the workshop include using live Wizard-of-Oz techniques to test dialogue strategies and gather early customer language for semantic design; managing data collections; semantic annotation (including multi-dimensional semantics); training, testing, and tuning grammars; and data-driven approaches to optimizing dialogue and system performance.

**STKU-5** Deep Neural Networks in Speech Recognition  
Harding  
David Thomson, VP, Speech Research, Interactions

Deep learning is setting new standards of accuracy for financial projections, image processing, advertising, translation, games, and virtually every field where we use massive databases to train systems for estimation, classification, and prediction. This tutorial reviews recent advances in machine learning with a focus on Deep Neural Nets (DNNs) for speech recognition and natural language processing. The session includes demonstrations and hands-on exercises. We recommend that participants bring a laptop. Attendees gain an understanding of DNN fundamentals, how they are used in acoustic and language modeling, and where technology appears to be headed.

**STKU-6** Developing Multimodal Applications for New Platforms  
Wilson A  
Deborah Dahl, Principal, Conversational Technologies

Multimodal interfaces, combining speech, graphics, and sensor input, are becoming increasingly important for interaction with the rapidly expanding variety of nontraditional platforms, including mobile, wearables, robots, and devices in the Internet of Things. User interfaces on these platforms will need to be much more varied than traditional user interfaces. We demonstrate how to develop multimodal clients using standards such as WebRTC, WebAudio, and Web Sockets and the Open Web Platform, including open technologies such as HTML5, JavaScript, and CSS. We also discuss integration with cloud resources for technologies such as speech recognition and natural language understanding. Attendees should have access to a browser that supports the Open Web Platform standards, for example, the current versions of Chrome, Firefox, or Opera. Basic knowledge of HTML5 and JavaScript would be very helpful.

**STKU-7** Voice Experience Design for Alexa Skills  
Wilson B  
David Blas, Principal Design Technologist, Amazon

Phillip Hunter, Head, UX, Amazon Alexa Skills Kit

Join us to learn about creating within the Alexa ecosystem using the Alexa Skill Kit. We cover general capabilities and use real-world examples of skills to illustrate voice experience design best practices. Attendees experience prototyping techniques and work in groups to define and prototype a skill. Before coming, please sign up at developer.amazon.com. And be sure to bring your laptop!

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**Wednesday, April 26**

1:30 p.m. – 4:30 p.m.

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How do you truly measure the quality of the customer experience you are delivering? How do you know you’re getting better? Amazon and Google know that the answers to these questions involve helping customers get stuff done as quickly as possible. Task completion gets you in the right ballpark, but it is speed that wins you the game of excellent customer experience. This keynote stresses how the relentless pursuit of customer convenience drives customer loyalty, retention, and revenue growth. Learn how to speed to success by measuring your results.

9:45 a.m. – 10:15 a.m.

COFFEE BREAK

10:15 a.m. – 11:00 a.m.

A101 ■ Building Cross-Platform Conversational User Experiences
Ilya Gelfenbein, Product Manager, Google
New conversational dialogue platforms are based on state-of-the-art machine learning and artificial intelligence techniques. The platform learns from examples provided by developers and end-user conversations to continuously improve user experience. These solutions are built across platforms, allowing companies and organizations to instantly expand their reach to new audiences. We also showcase innovative use cases demonstrated from early adopters in this rapidly growing area.

B101 ■ Achieving Digital Transformation Through Intelligent Virtual Assistance
Sumeet Vij, Chief Technologist, Bonz Allen Hamilton
How do you engage and guide clients through digital transformation? What are the costs, security implications, and other considerations when designing virtual assistants? How can you architect a configurable and reusable virtual assistant pipeline using open source tools and APIs? How can you enhance virtual assistant intelligence with search, recommendation, and semantic technologies? See a demonstration of an omnichannel digital campsite booking experience, which seamlessly moves from the Amazon Echo to a web-based chatbot and then to a mobile phone assistant.

C101 ■ Conversational Interfaces & the Future of Customer Interaction
Sunil Verumi, Product Manager, Google
Conversational interfaces are quickly becoming an essential component of every service and product. This session presents approaches for emerging UX challenges in its conversational agent platform, the opportunities in the customer interaction space, and the future of conversation agents. Verumi introduces the Google Assistant, its various surfaces (Google Home, Pixel), and the vision behind it. He then discusses designing for conversational experiences, and how the Assistant allows for omni-channel customer support.

D101 ■ PANEL: Can You Trust Them?
MODERATOR: Moshe Yudkowski, President, Disaggregate Corp.
PANELISTS:
Judith Markowitz, President, J. Markowitz Consultants
Jordan Cohen, Technologist & CEO, Spelamonde Consulting; Chief Scientist, Speech Morphing
David Attwater, Senior Scientist, Enterprise Integration Group
We examine privacy and ethics for emerging automation. When you accept assistance, whether it be from a banker, mechanic, or fish salesman, there is always an open question of who gains what from the transaction. It is important to assess whose side your automated assistant will take. Military drones and driverless vehicles already participate in life-and-death decisions. Soon, they’ll be joined by social robots providing services such as eldercare and childcare. Should we be concerned?

11:15 a.m. – 12:00 p.m.

A102 ■ Conversational AI in the Gaming Industry
Leslie Spring, CEO & Founder, Cognitive Code
How does conversational AI play in the video game industry? Learn and see the current and future uses of conversational AI in the virtual reality and gaming worlds. This session includes multiple demos and looks at AI platforms for gaming.

B102 ■ Defining the Digital Customer Journey & Owning the Micro-Moment
Tara Kelly, President & CEO, SPLICE Software
This presentation describes how to create a technical framework and vision for customer journeys in an omnichannel environment using IVR, mobile apps, text, and chat-based interactions. It also looks at how to own the micro-moment (defined as the instant when customers determine preferences and make decisions). See real-world examples of how companies deploy the technology, services, solutions, and platforms needed to bring next-generation customer journeys to life with insights attendees can readily apply to their own enterprises.

C102 ■ Driving Enterprise Success Through Conversational Virtual Assistants
Jordi Torras, CEO & Founder, Infenta
In today’s digital age, customers expect immediate and accurate results, even when the request is phrased with natural language. By using artificial intelligence, virtual assistants can not only provide highly accurate responses and carry out repetitive transactions, they also can change in context and respond accordingly. With conversational chatbots, complex requests can easily be understood and broken into several steps to create a strong self-service experience.

D102 ■ PANEL: Will Digital Assistants Kill Our (Remaining) Privacy?
MODERATOR: Roberto Sicconi, CTO, TeleLingo
PANELISTS:
Roberto Pieraccini, Head, Advanced Conversational Technologies, Jibo
Reid Coleman, CMO, Nuance
Andy Peart, CMO & CSO, Artificial Solutions
As Google Home, Amazon Echo, Apple TV, Jibo, and many more enter our homes, how will people cope with different product lexicons, interaction steps, speaking styles, knowledgebases, and known/unknown capabilities? Will digital butlers become “translators” for sets of commands to the less-gifted devices and have the ability to reassemble the collected information into sentences that are easy for people to understand? Will a more pervasive use of conversational interfaces with digital assistants expose users’ private ideas, killing their remaining privacy?

12:15 p.m. – 1:15 p.m.

KEYNOTE LUNCH sponsored by aspect

How Chatbots Are Ushering in the Era of the Digital Employee
Joe Gagnon, SVP, GM Cloud, Chief Customer Officer, Aspect Software
Imagine if you could hire someone who learns quickly. Someone who could not only help scale your service organization, but could also make your existing employees better at their jobs. Sound too good to be true? It’s not! Learn how a digital employee can provide immense value to organizations by managing repetitive tasks, freeing agents to focus on higher-value customer-centric activities, improving the routing of questions to answers, changing the dynamic of how you manage your workforce, and much more.

1:15 p.m. – 2:00 p.m.

A103 ■ Has Tom Cruise Ever Won an Oscar?
Andy Peart, CMO & CSO, Artificial Solutions
This presentation looks at several problems in developing conversational applications, including a lack of training data, scarce developer resources, and the complexities of multi-lingual applications. Learn how organizations overcome these challenges to build intelligent contextual conversational understanding into their AI, including how to understand obscure questions, such as, “Did he win the little gold statue?”

B103 ■ Modernize Your IVR, Get Ready for Digital Self-Service
Tobias Goebel, Director, Emerging Technologies, Aspect Software
Everyone is talking about digital self-service—omni-channel, mobile, chatbots, AI, etc. Companies need a solid foundation before they begin adding the latest bells and whistles to meet the digital

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customer (millennial or not) at eye level. This talk shows examples of how existing IVR systems can be enhanced to introduce advanced concepts such as context continuity, caller intent prediction, and adaptive intelligence, while using channels, such as SMS, to improve the effectiveness of IVR.

C103 ■ Creating an Effective Company Digital Assistant
William Meisel, President, TMA Associates
Conversational digital assistants and bots ease customers’ contact with a company and are increasingly important as a website. However, there are many alternatives: voice or text-based “bots” for messenger services or independent digital assistants delivered by website or mobile app. This talk outlines a structure and series of questions a company should ask to evaluate these alternatives, producing an effective result for both the company and its customers with the most efficient development process.

D103 ■ Latest Achievements in Speech Recognition, Full Speaker Diarization, Bird Song Recognition, and More
Homayoon Beigi, President, Recognition Technologies, Inc.
Learn about the latest advances in speech recognition, speaker recognition event detection using deep learning, and other new techniques. This presentation demonstrates a system which takes any media and splits it into segments, labeling each segment with the corresponding speaker. It also transcribes what was said in the media, providing timestamps for each segment. Other advances include bird song recognition, recognition of cockpit commands, and more.

B104 ■ IVR to Digital Journeys—the New Landscape
Samrat Baul, Senior Director, Application Design, [2417]
Digital presence includes virtual agents, chatbots, and chat agents that can pick up a conversation with context and deflect some calls away from the call center. However, deflection is often oversimplified, and usability is often overlooked. We explore use cases for a deflection to a digital channel and learn about the usability aspects of these experiences. We discuss good and poor use cases, as well as what constitutes a useful transition experience.

C104 ■ Hey Siri, Should I Have My Own Branded Intelligent Assistant?
Phil Gray, EVP, Strategic Development, Interactions
Intelligent assistants are becoming pervasive as consumers use them as an interface to their mobile device or connected home. Should you create your own branded intelligent assistant? What are the major trends with intelligent assistants? How is the market for intelligent assistants maturing? Should you create a single intelligent assistant that is accessible across a variety of channels? What technologies are involved in creating an IA? How do you get started?

D104 ■ Extracting & Using Gender, Age, Emotion, & Language From Speech
Nagendra Goel, CEO, GoVivace Inc.
Deep learning, large datasets, and faster computers enable extraction about the characteristics of the speaker, including the speaker language, identity (if they have called before), gender, age, and emotional state with a high level of accuracy from a few seconds of audio recordings. This capability marks the development of a new era in emotionally intelligent dialogue. The presentation concludes with a demonstration and some example use cases.

3:15 p.m. – 4:00 p.m.
A105 ■ PANEL: Do-It-Yourself IVR?
MODERATOR: Aaron Fisher, West
PANELISTS:
Dave Polland, Global Director, IVR Practice, Genesys
Mike Dwyer, VP, Research & Business Intelligence, CallMiner
Aamir Hasan, Account Manager, Pronexus
Do-it-yourself IVR development promises complete control over the product, flexibility, consistency within the industry, and opportunity to create complex solutions that solve real-world problems without outsourcing development. In addition, organizations will have the in-house skills to maintain and improve the IVR system. Important aspects for IVR developers include developing a plan for success, using free toolkits, and reusing prebuilt code. This panel discusses how to get started, how to identify how far you can go it alone, and when to call in the experts.

B105 ■ Chat Is the Failure of Digital Self-Service
Mary McKenna, Senior Director, Product Management, Interactions
When users fail to obtain the information they need from websites or IVR systems, they try chat. Customers expect to obtain the same, up-to-date information from all channels. A design to optimize success in self-service includes a conversational interface and multiple understanding resources. Digital virtual assistants should assist the customer journey at every step, not steer them down a different path.

C105 ■ Making VUI Designers Out of Thousands of Developers
Nandini Stocker, Conversation Design Lead, Google
VUI design as a discipline has been largely shrouded in mystery - a veritable black box of expertise understood by few but intriguing to many. But as voice interactions and conversational interfaces are quickly becoming an essential component of every service and product, how do you make good VUI design available to all developers? We present a strategy for cultivating VUI excellence across our entire industry’s ecosystem via scalable knowledge transfer and tools for developers and describe what we’ve learned while making designers out of thousands of developers.

D105 ■ The Deep Learning Breakthrough & How It Will Revolutionize Conversational AI
Yishay Carmiel, Head, Spoken Labs, Spoken Communications
This session reviews the latest breakthroughs in deep learning for speech recognition and natural language processing, how to take advantage of big data to create better models, and how to apply speech and NLP models on massive amounts of data. We review the history of deep learning, its impact, recent breakthroughs, interesting solved and open problems, and its future.
8:00 a.m. – 8:45 a.m.
SD201 ■ Chatbots vs. Voicebots
Crispin Reedy, VUI Designer, Versay
How can chatbots learn from existing VUI design? What makes these new interfaces different, and how are they similar? This conversation discusses text-based vs. voice-based conversation, analytics for bots and voice, and how bots and IVRs might learn from each other.

SD202 ■ Standards for Virtual Assistants
Deborah Dahl, Principal, Conversational Technologies
The new W3C Voice Interaction Community Group is collecting use cases for voice interaction with virtual assistants. We are exploring topics such as discovery of virtual assistants with specific expertise, standard formats for statistical language models, interoperability for conversational interfaces, and work on dialogue management or “workflow” languages. This session introduces the Voice Interaction Community group and solicits your ideas for future topics.

SD203 ■ Are We Close to Really Universal “Speech as a Service”? Moshe Yudkowsky, President, Disaggregate Corp.
Today it is possible to build a software application using services from dozens of online resources: databases, media storage, computing power, error monitoring, customer relations, payment services, and far more. Now that we’ve seen the emergence of speech as a service on our cellphones, how close are we to simple, modularized, network-based speech services for recognition, text to speech, identification, verification, and surveys? And what other services would we like to have for our industry?

9:00 a.m. – 10:00 a.m.
The Way Forward: Keeping Speech in the Conversation
MODERATORS: Dan Miller, Lead Analyst, Opus Research
PANELISTS:
Jay Wilpon, SVP, Natural Language Research, Interactions, LLC
Brian Garr, CEO, Cognitive Code
William Meisel, President, TMA Associates
Daniel Hong, Senior Director, Product Marketing Strategy, [24]7
A panel of longtime speech technology specialists delivers contrasting views on the role of speech technology in the world of conversational commerce. This highly popular panel starts with the question, “Are you long on speech” as a preferred user interface, then discusses where, how, and why it will coexist, augment, or enhance a plethora of smart user interfaces for digital commerce and self-service.

10:00 a.m. – 10:45 a.m.
BREAK in the

10:45 a.m. – 11:30 a.m.
A201 ■ What Is So New About Chatbots?
Michael McTear, Professor, Ulster University
Chatbots have been hailed as an important new human/machine interface that will replace apps and traditional IVR systems. What is new about today’s chatbots? How are they different from previous chatbots such as 50-year-old Eliza, from VoiceXML dialogue systems, and from embodied conversational agents? Is there a danger that developers of today’s chatbots will ignore lessons learned from the past and are in danger of reinventing the wheel unnecessarily?

B201 ■ Should I Add Voice Interaction to My Hardware Product?
Lior Grebler, CEO, Unified Computer Intelligence Corp.
Hardware companies face challenges when implementing speech-based services into their products. Challenges include hardware design considerations such as microphone placement, acoustic dampening materials, and digital signal processing components, as well as considerations around trigger word implementation, branding, and the use of multiple voice services. This presentation explores the trade-offs and challenges when adding voice interaction to hardware products.

C201 ■ The Cooperative Principle in Conversation Design
James Giangola, Creative Lead, Conversation Design & Direction, Google
To the surprise of many technologists, verbal cooperation flouts the rules of math and formal logic—the game of conversation is played with a different set of rules. Come find out what they are, and rethink the rules of grammar design and error repair, how to help users know what to say, how to accommodate users’ diverse communication styles, and how to improve the perception of your application and brand in the minds of everyday people who talk and listen to machines.

D201 ■ Are SLMs the New Panacea?
Dmitry Sityaev, Principal Speech Scientist, Genesys
Statistical language model (SLM) grammars have been shown to have a positive effect on customer experience. However, there is often a lack of appreciation of complexities surrounding the building, deployment, and support of SML. This session examines different scenarios and suggests criteria to help gauge whether an application needs an SLM-type solution or not. Additionally, a comparison is presented of the performance of SLM grammars vs. rule-based grammars on some of the most challenging recognition tasks.

11:45 a.m. – 12:30 p.m.
A202 ■ Unified Natural Language for Messaging Bots and IVRs
Tajinder Singh, Senior Director Products, [24]7
Natural language (NL) democratization is happening at a dizzying pace with the advent of text bots (chatbots or virtual agents). Most messaging bots cannot deliver a high level of NL accuracy that is table stakes for enterprise IVRs. Learn how a unified technology stack can leverage the same NL models for both chatbots and IVRs and meet and exceed enterprise NL accuracy expectations. Emphasis will be on statistical language models, statistical semantic interpreter, and predictive technology that further enhances NL intent accuracy for both IVRs and bots.

B202 ■ Spoken Language Interaction With Autonomous Devices
Deborah Dahl, Principal, Conversational Technologies
The world is increasingly filled with devices that can move around and do things on their own. These include robots, toys, drones, vacuum cleaners, lawnmowers, and many other devices. Consider spoken language interaction with devices that move and how this interaction is different from interaction with stationary devices. We discuss safety, real-time requirements, and feedback from a device that could be out of sight, as well as how to accommodate users’ diverse communication styles, and how to improve the perception of your application and brand in the minds of everyday people who talk and listen to machines.

C202 ■ In Conversation, There Are No Errors
Nandini Stocker, Conversation Design Lead, Google
When interacting with a virtual assistant, the centerpiece of the user’s experience is the conversation itself. This means that each “error” is an opportunity for the designer to forge a meaningful exchange between the virtual assistant and user. Let’s leverage users’ mental models of how everyday conversations unfold in the negotiation of meaning. Learn how to frame a new way of approaching conversation design, in which so-called errors become organic turns in the dialogue—moving conversational design forward naturally.
KEYNOTE LUNCH sponsored by **Convergys**

**From IVR to IoT: Digital Transformation in the Real World**

**Allyson Boudousquin**, VP, Market & Product Strategy, Convergys

It seems like all the businesses around you are hurtling toward digital transformation at warp speed, while you're still trying to figure out where to begin? Don't worry; you're not alone! This presentation provides fresh insights into a more holistic (and more human) approach to digital transformation—an approach that has the potential to change your customers’ lives, not just your technologies.

1:45 p.m. – 2:30 p.m.

**A203 Voice Services in the World of Bots**

**Dan Miller**, Lead Analyst, Opus Research

Conversational commerce now spans apps, virtual agents, and services offered through smartphones, home electronics, automobiles, public kiosks, and elsewhere. This talk describes real-world use cases that integrate speech processing with natural language understanding, analytics, knowledge management, and other enterprise infrastructure. Hear how conversational commerce is taking shape. Learn how the world of apps, virtual agents, and smartphone services relates to each other. Will they compete or cooperate? Will they integrate into some new powerful capability?

3:30 p.m. – 4:15 p.m.

**B203 Voice Biometric Speaker Verification Fused Into Voice-Enabled Devices**

**Bernard Brafman**, VP, Business Development, Sensory

Many speech-enabled products are incapable of recognizing users, allowing kids, friends, and complete strangers to control these devices. By fusing speech recognition technology and voice biometrics, only enrolled users can interact with devices and services, subject to restrictions set by the owners. Hear about new deep learning speech recognition technologies that fuse accuracy and performance with voice biometric security technology that will secure users from identity theft, and enable parental controls as the voice revolution continues to take shape.

4:15 p.m. – 5:15 p.m.

**C203 Digital Assistant With Co-Pilot Expertise**

**Malgorzata Styz**, CEO, TeleLingo

Despite state-issued bans, the use of cellphones while driving is on the rise. How can we manage proper access to smartphone services while driving? Learn how smart, context-aware digital assistants with co-pilot expertise estimate the level of driving risk; evaluate driver attention and ability to respond to emergencies; interact with the driver, knowing when to speak or not; and inform and coach drivers to minimize risks and improve their performance.

**D203 Why Some Conversational Apps Actually Work and How to Build One**

**Karthik Raghunathan**, Director, Research, MindMeld

Teams that use rule-based approaches to build demos of voice or chat assistants run into trouble when trying to take those apps to production. This happens because, as you go beyond “toy” demo functionality, the rules rapidly become unworkably complex. To handle human language in all its endless variations, statistical NLU models are needed. This talk shows how you can build production-ready conversational apps in 10 steps using machine-learned language models and AI algorithms.

2:45 p.m. – 3:30 p.m.

**A204 Speech in the Connected Car: Embedded Versus the Cloud**

**Thomas Schakl**, VP, Voice Technology, SiriusXM Radio

The speech experience in the car is transforming from basic command and control to natural interactions with automated assistants. This presentation explores the current embedded speech experience in the car, both inside and outside of the cloud. We then consider cloud-only solutions. Finally, we discuss the optimum speech experience for the driver, and what’s required to achieve this optimum experience. These implications may apply to other mobile devices and the IoT.

**B204 Why You’ll Want a Robot**

**Peter Krogh**, Robot Experience Designer, Jibo

“Social robotics” has been cast about as a developing field for a couple years, but what happens when an affordable, consumer robot hits the marketplace? This talk looks at the early metrics gathered from the first few months of Jibo’s experience in the field, focusing on why people buy him, what they do with him, and what they hope to see in the future.

**C204 Conversational Turn-Taking & Social Robotics**

**Jonathan Bloom**, Voice User Interface Designer, Jibo, Inc.

Calling a company and dealing with a system-initiated IVR is the extent of most people’s experience interacting with a spoken dialogue system. This will change with social robots. What is the etiquette when conversing with a robot? Who talks when? What are the boundaries of acceptable things to say? With each evolutionary step forward, the rules of turn-taking shift. We focus on the fascinating challenges faced by the Jibo design team while creating the foundations for a human-robot conversation.

**D204 PANEL: Enterprise Use Cases for Speech Technologies**

**MODERATOR: Raoul Castanon-Martinez Sr. Analyst, 451 Research**

**Jordi Torras**, Founder & CEO, Inbenta

**Dan Reich**, Founder & CEO, Troops

**Alok Pant**, CEO Unvired/Chyme

**Tony Lucas**, Co-Founder & CEO, Converse AI

**Paul Topper**, Worldwide Head, Cognitive Innovation Group, Nuance Communications

451 Research survey data shows that consumers are increasingly adopting connected devices and applications, such as Amazon’s Echo and virtual assistants such as Cortana and Siri. We expect these trends to extend into the enterprise. This session looks at specific use cases that represent near-term opportunities where speech technologies transform the user experience and redefine how organizations create and deliver value. Key challenges for adaptation of speech-enabled devices and applications in the enterprise are identified.

**A205 Medical Case Studies**

**Treating Cancer: Improving Healthcare Outcomes With Digital Platforms & Live Visual Assistance**

**Prab Goparathri**, Principal Partner, Montuno Software, LLC

**Theresa M. Szczurek**, Co-Founder & CEO, Radish Systems

Learn how healthcare organizations and research institutions (including a university college of nursing, cancer transplant center, and primary children’s hospital) leverage digital and telecare platforms to empower patients to adhere to a medication regimen, provide adherence visibility to caregivers, and support messaging and visual “telecare” services. The goals are to improve patient satisfaction while reducing costs, improve population health by tracking medication adherence, and support healthy behavior through “voice with visuals” coaching.

**Learning & Assessment Identify Strengths in Autistic Students**

**Brian Shiver**, CEO, True Image Interactive

Cuoong Do, EVP, Corporate Strategy, Samsung, & Founder, Identifier

Identifier is an innovative learning and assessment website and mobile application for individuals with autism at every level. It uses interactive online gamification and conversational interaction to identify unique abilities, skills, and interests of students. The games are fun and entertaining with results “translated” into core competencies and then made understandable to parents and educators. Identifier helps more than 2,000 students, parents, and educators. A new Life Coach companion app for special needs adults is under development.

**B205 Digital Transformation Case Studies**

**How Voice-Controlled Interfaces Will Transform Retail**

**Jesse Montgomery**, Senior Speech Scientist, Theatro Labs

Voice-controlled wearables provide retail employees a 360-degree operational awareness and access to the right information at the right time to maximize customer service. By using intuitive structured speech and a custom enterprise wearable, store associates are able to quickly com-
municate with one another and access corporate business systems to obtain needed information (inventory status, request assistance, product details, sales information) to make the sale and provide great customer service.

Moving Softly From IVR to NLP-Based Dialogue Systems
Nagendra Goel, CEO, GoVivace Inc.
Larry Baldwin, Manager, Voice Services, IBI Group

IVR systems are deployed widely, with many regular users familiar with the IVR workflow. Learn how to support both IVR workflow dialogs and complex speech utterances at the same time, and then select the correct flow. A natural language generation module, trained using deep learning methods, is used to generate the dialogue responses. Learn how tools and techniques solve the problem of 511 traffic information service.

C205 ■ Business Case Studies
How an AI Powered Conversational Interface Altered the Relationship With Our Customers
David Kapuan, Distinguished Architect, Royal Bank of Canada (RBC)

The RBC Conversational Customer Care Virtual Assistant was designed to boost automation, minimize advisor-to-advisor transfers, improve customer satisfaction with conversational dialogues, and use voice biometrics for user authentication. Taking a holistic approach for conversational customer care, everything is deployed on a single platform with a single knowledgebase, able to work over all available channels, and able to connect to real human agents when necessary to complete the goal of servicing 100% of customer requests on the first interaction.

How NLU Is Making a Difference at FirstEnergy
Mary Alsayegh, IT Contact Center Tech Specialist, FirstEnergy Corp.
Kristie Flenord, Senior Consultant, Human Factors, Convergys

Utility customers used our old IVR system to report outages, pay bills, hear balances, provide meter readings, start or stop services, and more. To self-serve as many callers as possible and intelligently transfer other callers, we replaced the existing directed dialogue with NLU. Learn how we uncovered and resolved problems including utterances that were bucketed incorrectly, callers who were being reprompted at the SLM too many times, and disambiguation questions that weren’t clear.

D205 ■ IVR Case Studies
Driving Self-Service Adoption & Improving Digital Customer Experience
Ahmed Furkan Güll, Digital Business Development Manager, & Öuhan Teker, Digital Business Development, Turk Telekom

The goal of our solution, Visual IVR, is to transform voice IVRs into a personalized and digital experience, improving self-service by more than 10% based on our implementations at Fortune 500 companies globally. Visual IVR also allows customers to transition from the digital channel to the agent with full context resulting in significantly reduced handle times. Visual IVR does not need an installed native mobile app—ensuring higher customer adoption.

Predictive IVR: The First Step Toward Omni-Channel Customer Service
Eric Dolman, Senior Manager, Rogers

Rogers has started down an omnichannel customer service path by using digital channel customer interactions to “predict” why the customers are calling and to offer targeted messages, self-service options, and routing shortcuts in the Rogers IVR. We describe the wins, lessons learned, and next steps of this multi-year journey.

5:30 p.m. – 7:00 p.m.

NETWORKING RECEPTION
The reception will take place on the Wardman East Lawn. Mingle with exhibitors, speakers, and conference attendees while enjoying good food and drinks.
8:00 a.m. – 8:45 a.m.
SD301 ■ Grammar Tuning for Newbies
Daniel Burnett, Principal, StandardsPlay
Just beginning with voice user interfaces and/or VoiceXML? Frustrated with advanced tutorials when your grammar experience consists of the words “yes” and “no”? This discussion goes old-school, attempting to hit the basics of voice grammar development that everyone else seems to know already.

SD302 ■ A Hike on the Slopes of Uncanny Valley
David Attwater, Senior Scientist, Enterprise Integration Group
The IVR community has created seemingly natural interactions over a couple of turns—in short, faking it. Recent assistants, such as Siri, Alexa, and Google Voice, have tended toward one-shot question/answer approaches that have little dialogue context and multi-modal presentation of information—in short, a smart-Alec with short-term memory problems in a box. This discussion session looks at these trends and asks questions about what people really want from spoken agents and where spoken dialogue systems might be headed.

SD303 ■ Patent & IP Update
Steven Hofbarg, Partner, Ostrolenka Farber, LLP
Jordan Cohen, Technologist & CEO, Spelamonde Consulting
The field of intellectual property (IP) is rapidly evolving both with changes in the law and the speech. This interactive discussion provides an overview of the intellectual property issues of automated assistants, protections available for these technologies, IP risks in commercialization, and current best practices for protecting speech technologies and defending against assertion, as well as strategies for the future.

9:00 a.m. – 10:00 a.m. ■ Thurgood Marshall East/South
The Future of Conversational Robots
MODERATOR: Leor Grebler, CEO, Unified Computer Intelligence Corp.
PANELISTS:
Sunil Verumi, Product Manager, Google
Roberto Pieraccini, Head, Advanced Conversational Technologies, Jibo
Dor Skoller, CEO, Intuition Robotics
Amazon Echo, Google Home, and the Jibo social robots promise to enable users to perform many useful tasks, including to control devices connected with the internet such as home appliances and industrial robots; educate and train users with self-improvement activities; entertain users with passive and active games and activities; perform transactions such as pay bills; shop for goods and services; solve problems such as diagnose illnesses; debug and repair products; calculate taxes; mediate conflicts; and protect and secure home and business. This panel begins with short demonstrations of products, followed by a discussion of issues such as these: What is a conversational robot and how does it differ from other current interactive technologies? What capabilities do conversational robots have beyond just searching the web, answering questions, and presenting information? How can you replace negative perceptions of robots with positive insights? What technologies, tools, and standards will to enable widespread creation and distribution of content for conversational robots?

10:00 a.m. – 10:45 a.m.
BREAK in the

10:45 a.m. – 11:30 a.m.
A301 ■ Speech Analysis Detects Early-Stage Diseases
Jeff Adams, CEO, Cobalt Speech & Language, & CTO, Canary Speech
It is remarkably difficult to detect Alzheimer’s and other diseases early enough to do anything about them. Canary Speech and Cobalt Speech and Language have joined forces to develop the speech recognition technologies for these applications. Learn how ASR is being developed to detect early signs of Alzheimer’s and other diseases while using the unique business model developed by two companies.

B301 ■ Blending Self-Service & Assisted Service
Paul Tapper, Worldwide Head, Cognitive Innovation Group, Nuance Communications
When using an automated speech system, there is often a need for an “assist” from a human. This discussion identifies benefits of cooperation between virtual assistants and human agents to improve the customer experience and, ultimately, create a more informed self-service experience. We also explore the latest trends toward a blended approach and the latest systems designed to enable seamless interplay between virtual assistants and humans and discuss how human agents organically train automated machines.

C301 ■ PANEL: Explaining Tuning Data to Managers
MODERATOR: Mark Stallings, Voice Solutions Architect, Forty 7 Ronin Inc.
PANELISTS:
Dave Claibom, Director, Product Strategy: Office of the CIO, United Healthcare
Rich Garrett, Director–Pre-Sales & Solutions, EMEA, 24/7
Becky Stallings, VUI Design Lead, Verizon Business
Tuning voice systems is necessary for maximum performance and user satisfaction. How is data used by experts to tune systems translated into meaningful data for business managers? What needs to be considered in a tuning effort?

D301 ■ Now Trending: Voice Biometrics
Advaith Deshpande, Senior Product Director, Nuance
This is an overview of voice biometrics, including how the technology uniquely balances security and convenience while bringing a new level of personalization to customer service. We compare the features and benefits of voice biometrics technology to other authentication technologies, and explore use cases for biometrics and real-world examples of deployments—from large financial institutions, telecom providers, government organizations, and more. How consumer behavior and preferences impact adoption of voice biometrics is also discussed.

11:45 a.m. – 12:30 p.m.
A302 ■ Speech Technology for Augmenting Language Learning Experiences
Emily Soward, Speech Scientist, Rosetta Stone
Gaining language proficiency in learning oral skills without an instructor can be difficult. We present some practical issues surrounding the creation of computer-assisted language learning software incorporating speech technology and describe how breaking down oral language instruction into machine-solvable problems allows speech interfaces to play the role of instructor. We also discuss how to provide computer-generated feedback for pronunciation training. A tight interplay between UI/UX design and core speech technology is key to creating immersive speech experiences for users.

B302 ■ PANEL: Adding Visuals to Voice
MODERATOR: Crispin Reedy, VUI Designer, Versay
PANELISTS:
Thomas Wilson, Self Service Practice Manager, Arrow Systems
Chris du Toit, Patient Health Educator, Clinica Tepeyac
Jo Roman, Patient Health Educator, Clinica Tepeyac
Traditional IVR systems limit users to speaking and listening. Enhancing voice-only communications with visual information, including menus, directories, photos, diagrams, fill-in-forms, receipts, and tickets, adds new capabilities to self-help systems. Security may be enhanced by using both voice speaker identification and face recognition. Developers who have built visual/voice systems relate their own experiences developing and using voice with visual systems and provide advice about adopting a voice with visual system for an organization.
C301 Business Intelligence: The Most Meaningful Metrics
Deborah Rapsinski, Chief Customer Experience Office, Think Tank Partners
Contact centers across all verticals and all sizes struggle to decide which metrics are the most meaningful data to track trends and use as indicators of customer satisfaction and omni-channel application performance. This presentation examines which metrics most clearly indicate customer experience, health, and performance of applications and how business leaders can incorporate these metrics into their long-term strategy.

D301 An Intelligent Assistant for High-Level Task Understanding
Alexander Rudnicky, Research Professor, School of Computer Science, Carnegie Mellon University
Current intelligent agents (IAs) are limited to specific domains. However, people often engage in activities that span multiple domains and have to manage context and information transfer on their own. An ideal personal IA would be able discover such (recurring) activities and learn their structure to support interaction with the user. The result would be custom applications supporting personal activities. We discuss our work creating agents that autonomously configure spoken language interfaces for this purpose.

12:30 p.m. – 1:00 p.m.
LAST CHANCE to visit the expo

WEDNESDAY SESSION ROOMS
Keynote & Track A Thurgood Marshall East/South
Track B, SD301 Thurgood Marshall North
Track C, SD302 Thurgood Marshall West
Track D, SD303 Madison

Speech-Soft Solutions
Speech-Soft Solutions is a global business solutions integrator specializing in customer interaction strategy, speech, contact center and Text/AI enabled applications. Our broadly skilled experts leverage innovative products, tools and technologies to improve customer interaction in legacy and hosted environments. We solve business problems Easier, Faster, and Better!

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GRAND OPENING RECEPTION
Join your peers on Monday from 5:00 p.m. – 7:00 p.m. as we celebrate the grand opening of the Customer Solutions Expo located in Exhibit Hall C. Visit with conference sponsors, exhibitors, speakers, and other attendees while enjoying light hors d’oeuvres and drinks.

NETWORKING RECEPTION
Join your peers on Tuesday evening from 5:30 p.m. – 7:00 p.m. for a networking reception. The reception will take place on the Wardman East Lawn. Mingle with exhibitors, speakers, and conference attendees while enjoying good food and drinks.
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<td>Moshe Yudkowsky</td>
<td>Disaggregate Corporation</td>
<td><a href="mailto:speech@pobox.com">speech@pobox.com</a></td>
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**Get the entire SpeechTEK program on your favorite mobile device with our new Yapp app. You’ll have access to sessions, speakers, speech technology industry news, prize alerts, videos, photos, customized schedules, exclusive attendee chat, and more.**

**Access the app here:**
http://my.yapp.us/SPEECHTEK

*You will be instructed to download Yapp in your app store in order to access the SpeechTEK App.*
### EXHIBITOR LIST & FLOOR PLAN

**SpeechTEK 2017**

**Washington, DC.**
April 24–26
Washington Marriott Wardman Park

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**Customer Solutions Expo Hours**

**Monday, April 24**
5:00 p.m. – 7:00 p.m.
*Grand Opening Reception*

**Tuesday, April 25**
10:00 a.m. – 5:30 p.m.

**Wednesday, April 26**
10:00 a.m. – 1:00 p.m.

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![Floor Plan Diagram]

- **CRM Evolution**
- **Customer Service Experience**
- **SpeechTEK**
- **Meeting Room**
EXHIBITORS & SPONSORS

AppTek
6867 Elm Street, Suite 300
McLean, VA 22101
www.apptek.com

Booth No. 206
AppTek, a pioneer in automatic speech recognition (ASR), machine learning and AI, has been delivering the most technically advanced applications for over 20 years. By converting spoken language into text, AppTek makes audio and video assets searchable, discoverable, analyzable and significantly more valuable for telephony, media, mobile and commerce.

Artificial Solutions
800 West El Camino Real, Suite 180
Mountain View, CA 94040
www.artificial-solutions.com

Booth No. 204
Gold Sponsor
Artificial Solutions’ patented natural language interaction technology, Teneo, enables people to converse with applications running on any connected device in a humanlike, intelligent manner. With Teneo, enterprises can rapidly develop artificially intelligent, machine learning, conversational applications that are capable of analyzing the data generated too—all from a single platform.

Aspect Software
300 Apollo Drive
Chelmsford, MA 01824
www.aspect.com

Booth No. 302
Corporate Sponsor
Aspect provides brands around the world with the industry’s most innovative set of customer engagement capabilities for interaction management, campaign management and workforce optimization. Aspect is the only provider of a natural language understanding (NLU)-based intelligent self-service solution for developing, deploying and analyzing text-based customer service bots that fully integrate into the entire customer engagement ecosystem.

Cobalt Speech & Language
29 Scribner Road
Tyngsborough, MA 01879
www.cobaltspeech.com

Booth No. 109
Cobalt is the leading provider of custom speech and language solutions for small and large businesses. We offer speech recognition, synthesis, and analysis of both text and audio. We apply our team’s experience to your company’s objectives.

Convergys
17787 Waterview Parkway
Dallas, TX 75252
www.convergys.com

Booth No. 203
Gold Sponsor
Convergys provides multichannel digital solutions—from chat, virtual assistants, social and voice—that reduce customer effort and call volumes. We design and deploy solutions with flexible software and software-as-a-service (SaaS) delivery models that help businesses turn the digital revolution into an easy-to-consume evolution.

Empirix
600 Technology Park Drive, Suite 100
Billerica, MA 01821
www.empirix.com

Booth No. 111
Platinum Sponsor
Empirix is the recognized leader in end-to-end customer experience test automation, helping contact centers and enterprises maximize customer retention and gain market share by guaranteeing consistent user experience across communication channels. Through automated test case generation, regression, performance testing, and ongoing monitoring, we help companies realize the value of their technology investments.

Globalme
200-353 Water Street
Vancouver, BC V6B 1B8
www.globalme.net

Booth No. 202
Designing products and experiences requires careful consideration of the end user’s goals, language, and culture. Globalme localizes and field tests your products and the experience you provide, ensuring they are ready for people. Globalme provides multilingual and natural language utterance data collection, linguistic analysis, requirements, usability and speech recognition testing and localization services.

GoVivace Inc.
1616 Anderson Road
McLean, VA 22102
www.govivace.com

Booth No. 103
GoVivace Inc. specializes in speech technologies such as automatic speech recognition and speaker language and gender identification. We enable IVR, call analytics, closed captioning: dialogue-based mobile apps, IoT applications, and education. GoVivace also provides speech and language software consulting services that focus on your specific needs.

Inbenta
777 Marines Island Boulevard, Suite 220
San Mateo, CA 94404
www.inbenta.com

Booth No. 220
Gold Sponsor
Inbenta is a global leader in AI, whose patented NLP fuels highly accurate search solutions for customer support, ecommerce and chatbots. With a foundation of 10+ years of R&D, Inbenta’s technology understands and delivers results based on the meaning behind customers’ search queries, not the individual keywords. The result: industry-leading 90%+ self-service rates.

Interactions, LLC
31 Hayward Street, Suite E
Franklin, MA 02038
www.interactions.com

Booth No. 101
Platinum Sponsor
Interactions is a leading provider of speech and natural language technology that enables businesses and consumers to engage in productive conversations. With flexible products and solutions designed to meet the growing demand for unified, multichannel customer care, Interactions is delivering significant cost savings and unprecedented customer experience for some of the largest brands in the world. For more information, visit our website.

LG-TEK
6856 Deepar Road, Suite 300
Elkridge, MD 21075
www.lg-tek.com

Booth No. 210
LG-TEK provides customer-focused, process-driven engineering services to both government and commercial clients. LG-TEK matches your expertise and needs with the right people, providing qualified databases and efficient services for its academic and industrial customers to help them create diversified values in the fields of human computer interaction and human language technology.

LumenVox, LLC
591 Camino de la Reina, Suite 1040
San Diego, CA 92108
www.lumenvox.com

Booth No. 218
LumenVox core products include Automated Speech Recognition (ASR) and Text-to-Speech (TTS) engines, Call Progress Analysis (CPA), LumenVox Speech Tuner, LumenVox Dashboard and natural language solution support. Based on industry standards, LumenVox speech software is one of the most accurate, natural sounding and reliable solutions in the industry.

Omilia Ltd.
3-5 Konitsis Street
Marousi, Athens 15125 Greece
www.omilia.com

Booth No. 105
Platinum Sponsor
Omilia offers a complete platform for omnichannel conversational virtual assistant solutions, providing users with a seamless, human-like conversational experience for self-service across all channels: voice in the IVR or mobile app, or text on web-chat, Facebook Messenger, SMS and other messaging platforms. Omilia is filling a gap in the market by delivering a robust AI offering that is flexible, quick to deploy and demonstrably effective.

Phonexia
Chaloupkova 3002/1a
Brno 61200, Czech Republic
www.phonexia.com

Booth No. 212
Phonexia automates and simplifies your world with speech technologies and helps you to process speech data in any possible way you intend to. Working exclusively through its partners network, Phonexia delivers customer-tailored solutions to commercial entities such as call centers and banks.

Speechcocean (Beijing Haitian RuiSheng Science Technology Ltd.)
D-801, U-center Building, No. 28 Chengfu Road
Haidian District, Beijing China
www.speechcocean.com

Booth No. 208
Speechcocean, as a well-known data resources and data services supplier, devotes itself to providing qualified databases and efficient services for its academic and industrial customers to help them create diversified values in the fields of human computer interaction and human language technology.

Speech-Soft Solutions
5000 Legacy Drive, Suite 230
Plano, TX 75024
www.speechsoft.com

Corporate Sponsor
Speech-Soft is a global business solutions integrator specializing in customer interaction strategy, speech and chat/AI-enabled applications (NLU, omnichannel customer experience) for Cisco and Avaya environments. Our broadly skilled experts collaborate with industry leading partners, leveraging innovative tools and technologies to solve business problems easier, faster and with better value.

Speechocean, as a well-known data resources and data services supplier, devotes itself to providing qualified databases and efficient services for its academic and industrial customers to help them create diversified values in the fields of human computer interaction and human language technology.

www.speechtek.com