

EML Speech Analytics



Area of application: **call centers**

Benefits:

- Automatic transcription of incoming calls into written text
- Analysis of calls (categories, patterns, conversational features)
- Advanced keyword spotting
- Text and phonetic search function

Unique selling propositions:

- Domain adaptation by solution partner or call centers
- On-premises operation (data protection and privacy)

The EML Transcription Platform for call centers automatically transforms incoming phone calls into text. All telephone-based customer communication can be analyzed and managed accurately.

The analysis includes classification of categories, patterns, and conversational features as well as identification of topics and keywords such as "price information" or "complaint."

Thus, both current problems and new trends can be spotted quickly.

Domain adaptation allows to efficiently incorporate new product descriptions or new keywords into the language model. Speech recognition and domain adaptation take place on call center premises - a key for ensuring data privacy.

WWW.EML-DEVELOPMENT.DE

Contact

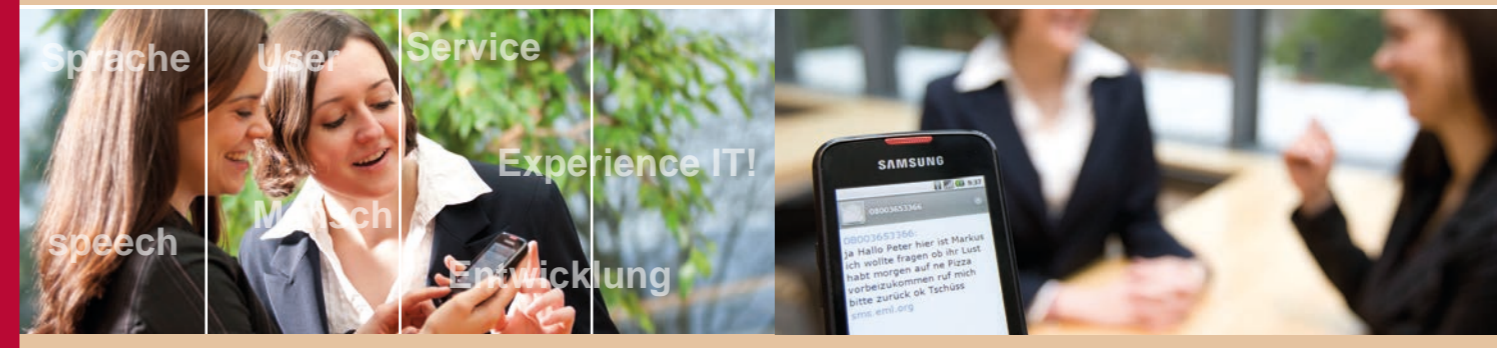
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EML Voice Messaging



EXPERIENCE IT – INTUITIVE TECHNOLOGY

**EML TRANSCRIPTION PLATFORM
PRODUCTS & SERVICES**

Area of application: **telephone sector**

Benefits:

- Automatic transcription of spoken messages into text messages or e-mails
- Analysis of messages (categories, patterns, conversational features, advanced keyword spotting)

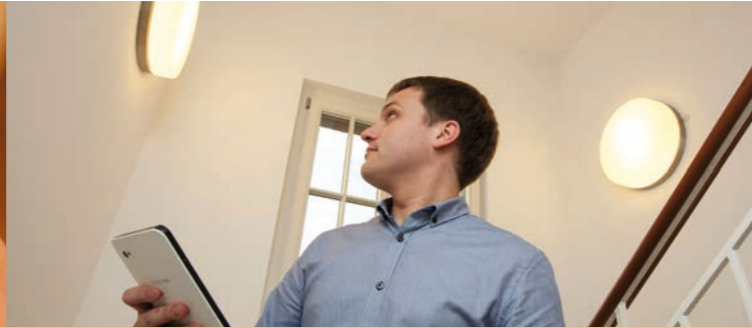
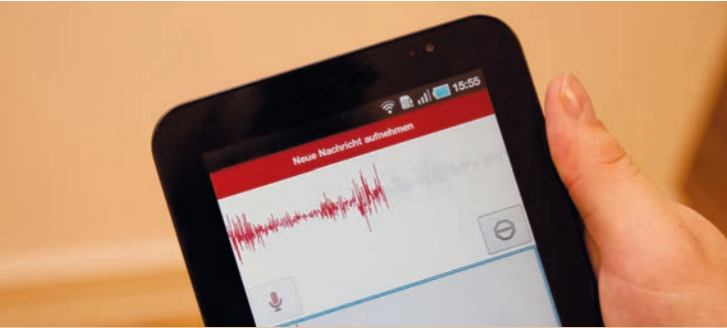
Unique selling propositions:

- Domain adaptation by service provider
- On-premises operation (data protection and privacy)

The system automatically transcribes spoken messages into text messages or e-mails. Users can identify message content at a glance without having to waste time listening to all their calls. This is the mailbox of the future.

Of course, all the analysis tools provided by the EML Transcription Platform are at hand. The results can be used for customer relationship management (CRM). For client communication via telephone privacy is a crucial matter. With EML's solution, all the components will run on customers' premises so no sensitive data can leak to the outside.

ENGLISH EDITION



Area of application: **smart phones**

Benefits:

- Automatic transcription of spoken requests in text form
- EML Voice Search: speech-based search for places and services
- EML Dictation: dictation with check-as-you-go functionality
- Real-time speech recognition (streaming)
- Uniform interface and software libraries for apps development

Unique selling propositions:

- Domain adaptation by apps developer
- On-premises operation (data protection and privacy)

For smart phones and tablet PCs EML offers two applications (apps) for the Android operating system. With EML Voice Search users can simply speak their search requests into the browser. With EML Dictation they can dictate messages and then send them as text messages, e-mails, or tweets. As they speak, users can watch the speech recognition results on the display of their device.

A uniform interface and a software development kit make it easier for partners to combine their own apps with EML speech recognition technology.

Areas of application: **building automation, media control**

Benefits:

- Speech-based control of building functions via existing building automation servers (KNX/EIB), smart phones, and WLAN
- Speech control of media servers (music, video selection)

Unique selling proposition:

- Speech recognition on local building automation server

EML speech recognition is available as a built-in component liaising with modern bus systems for building automation. In many modern households these systems control technical devices from lighting to air conditioning. All EML Voice Control commands can be carried out via the building automation server. The same applies to adjustments of the spoken commands and instructions to control the building. Another speech recognition application is the control of media servers. With spoken commands users can accurately select one song from a large collection of titles without having to click their way through menu structures first.

Areas of application: **TV, podcasts, World Wide Web**

Benefits:

- Automatic transcription of spoken language used in TV programs, podcasts, etc.
- Detection of speaker change
- Analysis of media data (categories, patterns, conversational features, advanced keyword spotting)

Unique selling propositions:

- Domain adaptation by solution partners or users
- On-premises implementation (data protection and privacy)

EML Media Transcription automatically transforms spoken language from various media sources (TV newscasts, podcasts, lectures, etc.) into text. It recognizes different speakers and marks the points where they take turns in the transcription. This is essential for creating minutes of oral exchanges. EML Media Transcription has demonstrated its applicability in pilot projects with partners like Bayerischer Rundfunk. At present the language portfolio is being expanded to include a range of European languages. Further languages will be added shortly. With advanced analysis tools, archived media can be transcribed and searched on the customers' premises.

EML European Media Laboratory GmbH based in Heidelberg, Germany, is a private IT enterprise established by Klaus Tschira, one of the founders of the SAP AG software company.

EML is pursuing research and development in the fields of human-computer interaction and automatic speech processing. The product and service areas comprise speech analytics, media transcription, voice messaging, voice search, dictation, and voice control.