

Om met het einde te beginnen ...





Guido Jongen

@thesoundofguido

Benelux Sales for Nuance ! Tweets about
Voice, Speech Recognition, Biometrics,
Natural Language Understanding,
Artificial Intelligence



Hinweis

i 2 EUROPAFM 19:29

Diktierfunktion und natürliche Zieleingabe durch Datenübertragung zum Serviceprovider Nuance aktivieren?

Aktivieren

Abbrechen

Abbr. und nicht mehr anzeigen



SAMSUNG

A large vertical touchscreen on the right side of the refrigerator door displays a smart home dashboard. The screen shows the time (8:55 AM), location (Englewood, NJ), and weather (23°). It includes a family photo, a calendar for June 19-25, 2016, a recipe for a cupcake, a Pandora music player, and a "Happy Birthday" message from Chris. At the bottom, there are navigation icons for power, menu, home, back, and search.

8:55 AM

Englewood, NJ

23°

Calendar

June 19 - June 25, 2016

Mon	Tue	Wed	Thu	Fri	Sat	Sun
18	19	20	21	22	23	24

Recipes

Memos

Pandora

Happy Birthday

ON OFF

Hello Barbie



Microphone, speaker
and tri-color LED lights
embedded in necklace.

Turn the doll on with
the power button on
her belt.



**ONE TIME APP DOWNLOAD
AND WIFI CONNECTION
REQUIRED FOR 2-WAY
CONVERSATION**

Disclaimer: Compatible smart device required.



**PARENT CONSENT
REQUIRED**





Het komende half uur



FOKKE & SUKKE
MAKEN IN EEN KLAP DUIZENDEN MANNEN WERKLOOS

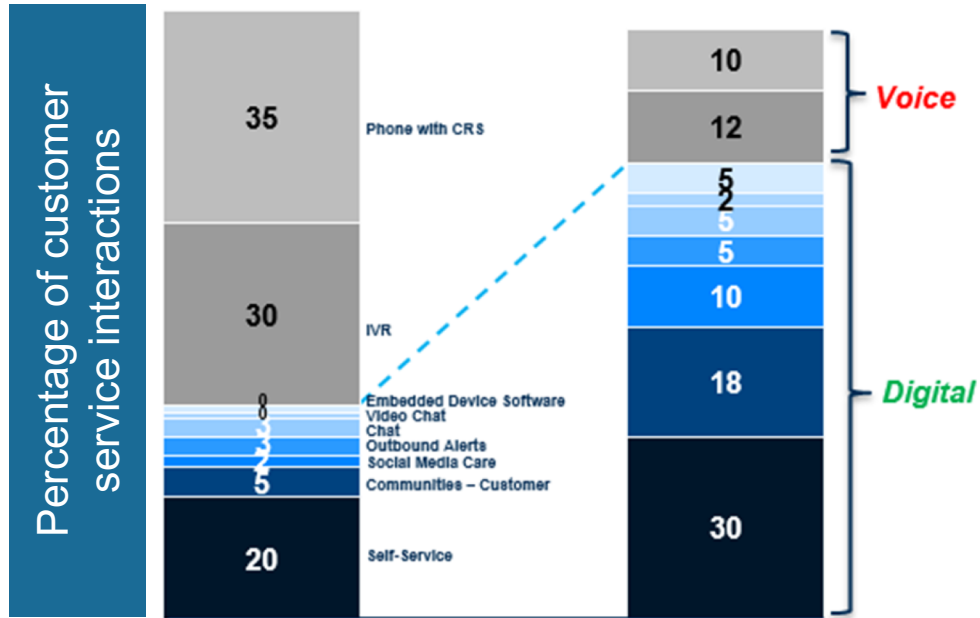




Cijfers

Shift of Interactions

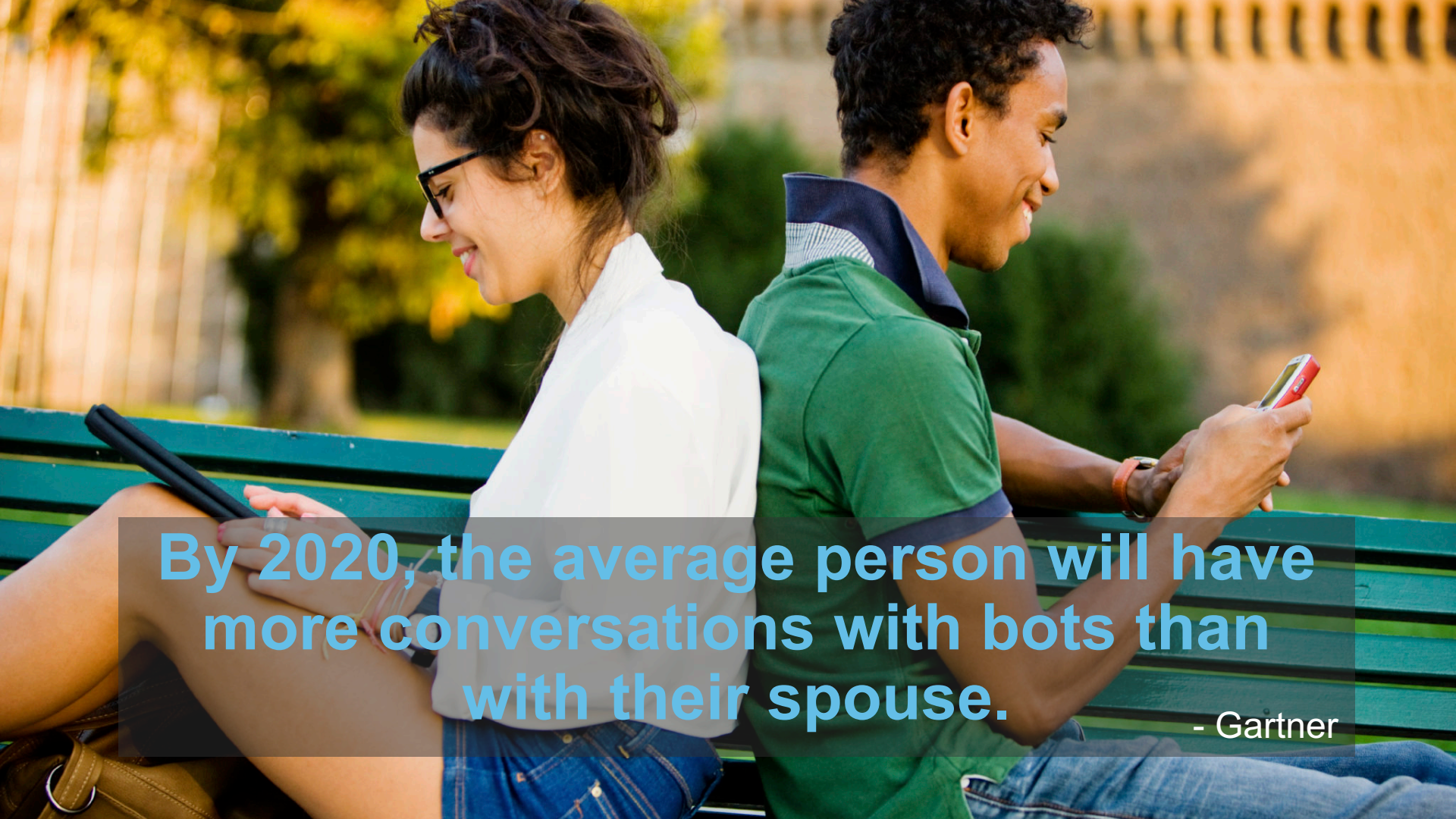
By 2020, 80% of interactions will happen online, voice remains steady



- Significant increase expected in self-service customer service interactions
- Voice based interactions shrinking from 65% to 22% of all interactions
- Digital interactions are growing from 35% to 78% of interactions
- While the volume of voice minutes may be stable, the voice share of total interactions is decreasing

By 2020, customers will manage 85% of their relationship with the enterprise without interacting with a human.

- Gartner



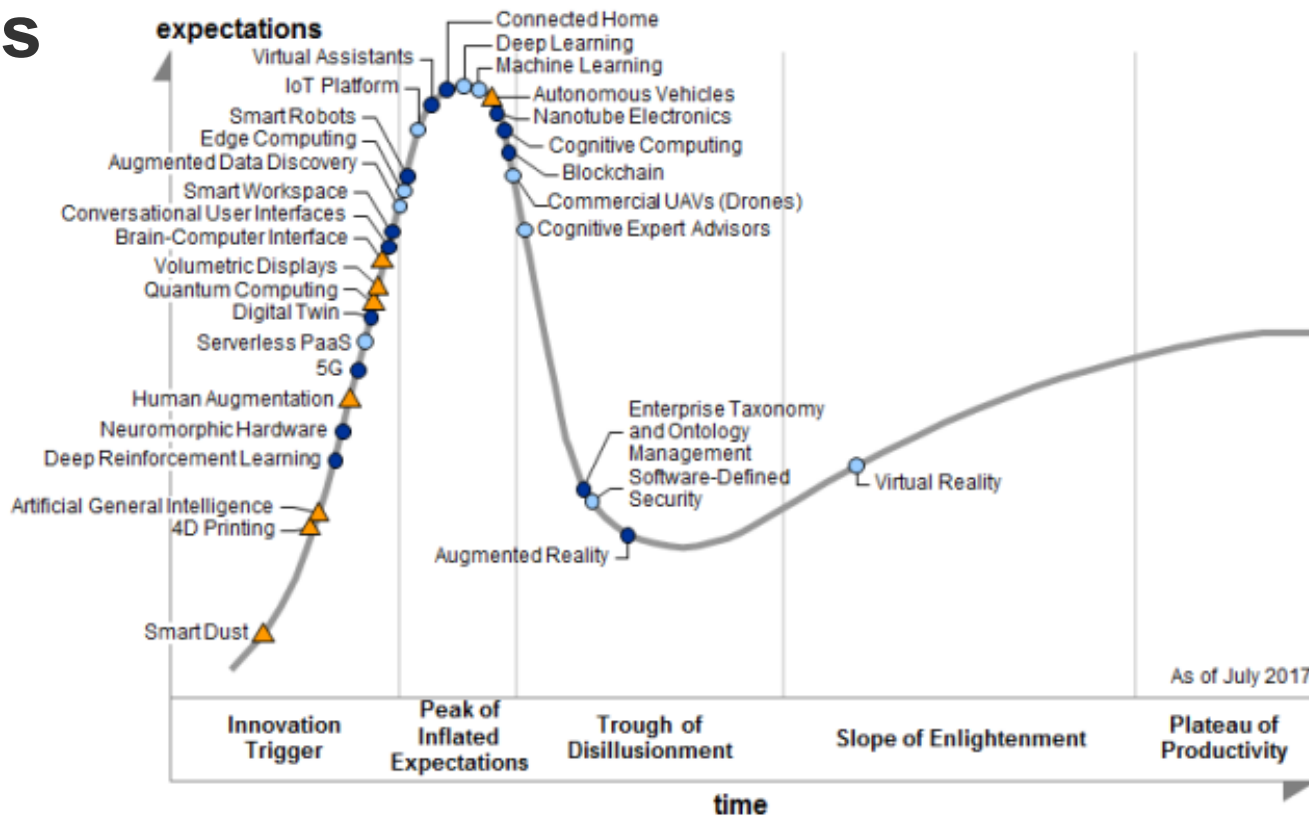
By 2020, the average person will have more conversations with bots than with their spouse.

- Gartner

Chatbots will be responsible for cost savings of over \$8 billion annually by 2022, up from \$20 million in 2017.

- Juniper Research

Gartner Hype Cycle 2017 for Emerging Technologies

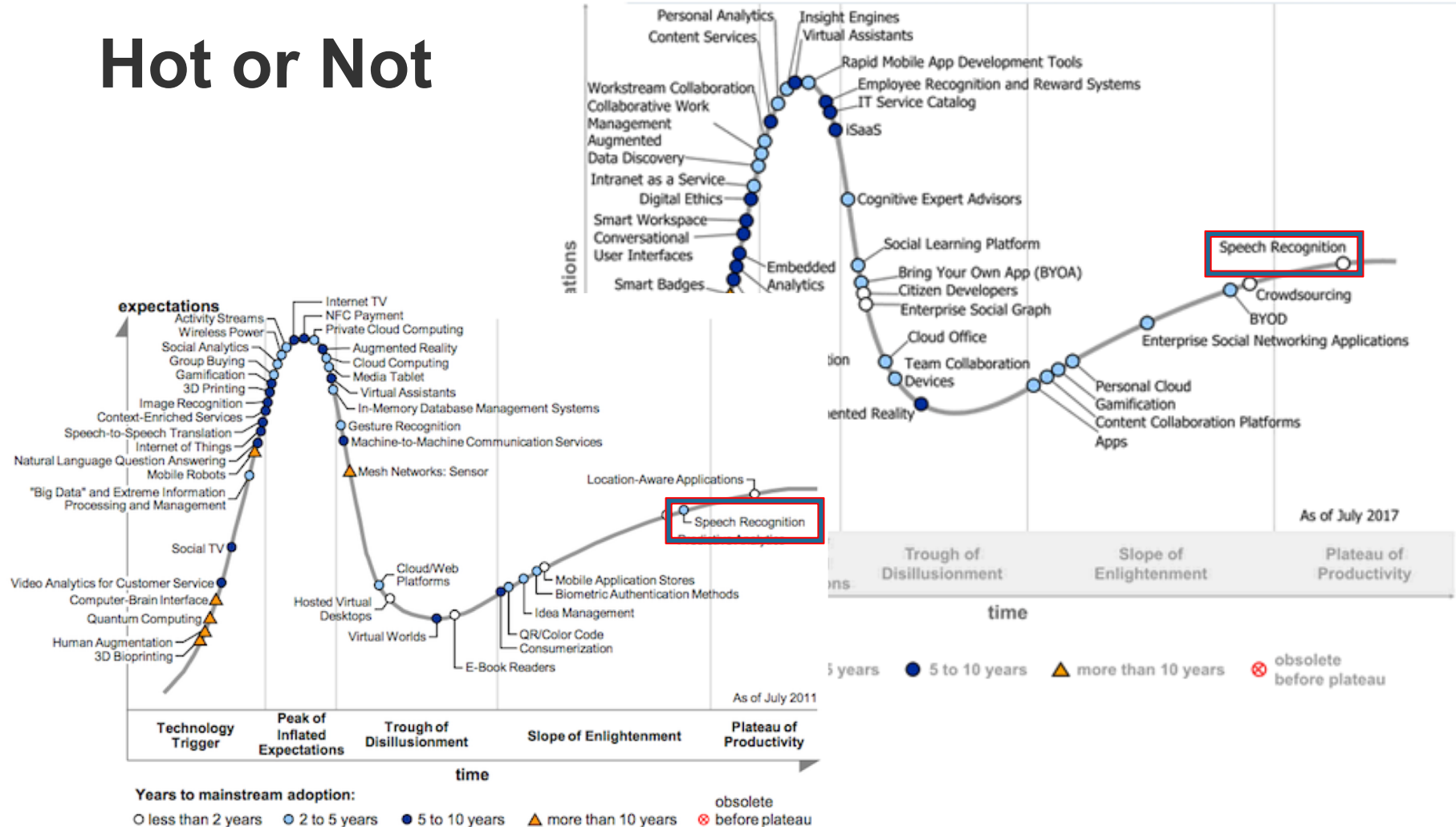


As of July 2017

Years to mainstream adoption:

○ less than 2 years ● 2 to 5 years ● 5 to 10 years ▲ more than 10 years ⊗ obsolete before plateau

Hot or Not



Praten in plaats van typen,
swipen en tappen:
spraakherkenning is de toekomst



Steven Van Belleghem

@StevenVBe

Fast adoption of voice controlled interfaces
among millennials and X'ers.



'Een op de vijf consumenten koopt in 2021 via stemgestuurde techniek'

Gepubliceerd: 12 april 2018 06:00

Laatste update: 12 april 2018 12:45



Winkelen met je stem via technieken als Apples Siri, Googles Assistant en Alexa van Amazon wordt populair. Naar verwachting koopt 20 procent van de consumenten in 2021 met zijn stem. Binnen drie jaar is stemgestuurd winkelen mogelijk bij twee op de drie Nederlandse retailers.

CX Singularity

De veronderstelling dat artificial intelligence (AI) zich ontwikkelt tot een superintelligentie en heel abrupt zal leiden tot een niet te stoppen technologische ontwikkeling met letterlijk onvoorstelbare veranderingen voor de menselijke beschaving.

Als de technologie op weg is naar een singulariteit en alle nu geldende regels en wetmatigheden wegvallen: zal customer experience, CX, dat niveau al bereikt hebben? En is het dan niet tijd om het oude los te laten en het nieuwe te introduceren?



Wat maakt chatbots dan zo bijzonder?

Definitie

*“A chatbot is a computer program which conducts a **conversation** via auditory or textual methods. Such programs are often designed to convincingly **simulate** how **a human would behave** as a conversational partner. Chatbots are typically used in dialog systems for various practical purposes including customer service or information acquisition.”*

SHE never told him that she loved him
She **NEVER** told him that she loved him
She never **TOLD** him that she loved him
She never told **HIM** that she loved him
She never told him that **SHE** loved him
She never told him that she **LOVED** him
She never told him that she loved **HIM**

12B210211
09084409 NB
NEWAYS CHRISTINA FORD
LAUREN GREENFIELD
DAVID MORRISON 5-18-18

Natural Language Understanding

Important things not explicitly mentioned must be inferred



“For tonight find an inexpensive Italian restaurant.”



Tonight

- means at dinner time, not at 23.30 (“I am sleeping tonight”)

Dining

- is happening tonight, but the reservation has to be made now (not tonight)

Italian

- refers to cuisine, not Italian speaking waiters or a restaurant in Italy

Wat maakt een gesprek complex ?

...pay \$500...Visa
Bill...Checking Account

Open Dialogue Multi-slot Recognition

next Friday...\$600

Meaning Extraction & Update of Amount

check my balance

Context Shifting

<currency> <acctType>
<billType> <date>

TTS smoothness with dynamic content



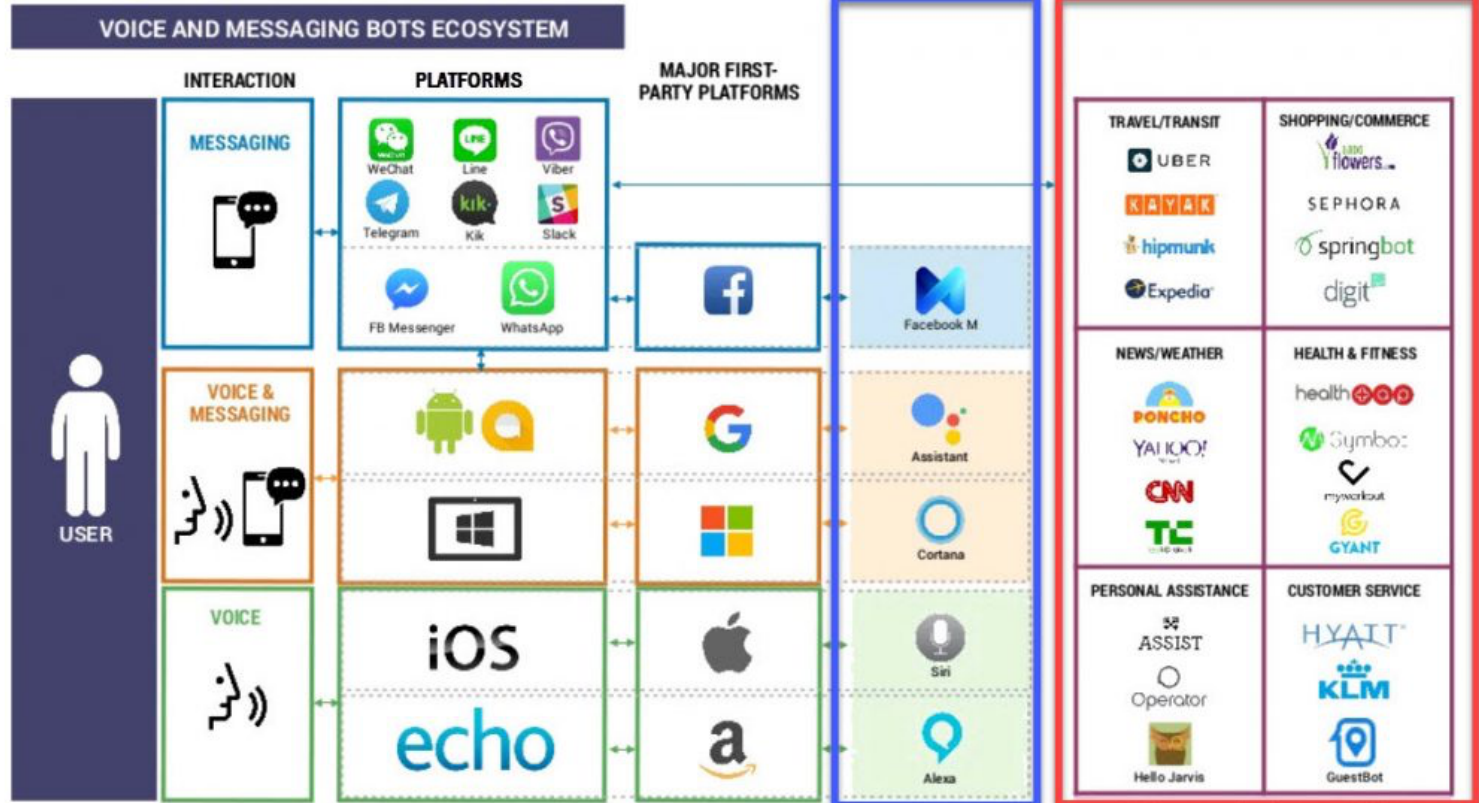


Wat kan er vervolgens mee ?

Technisch

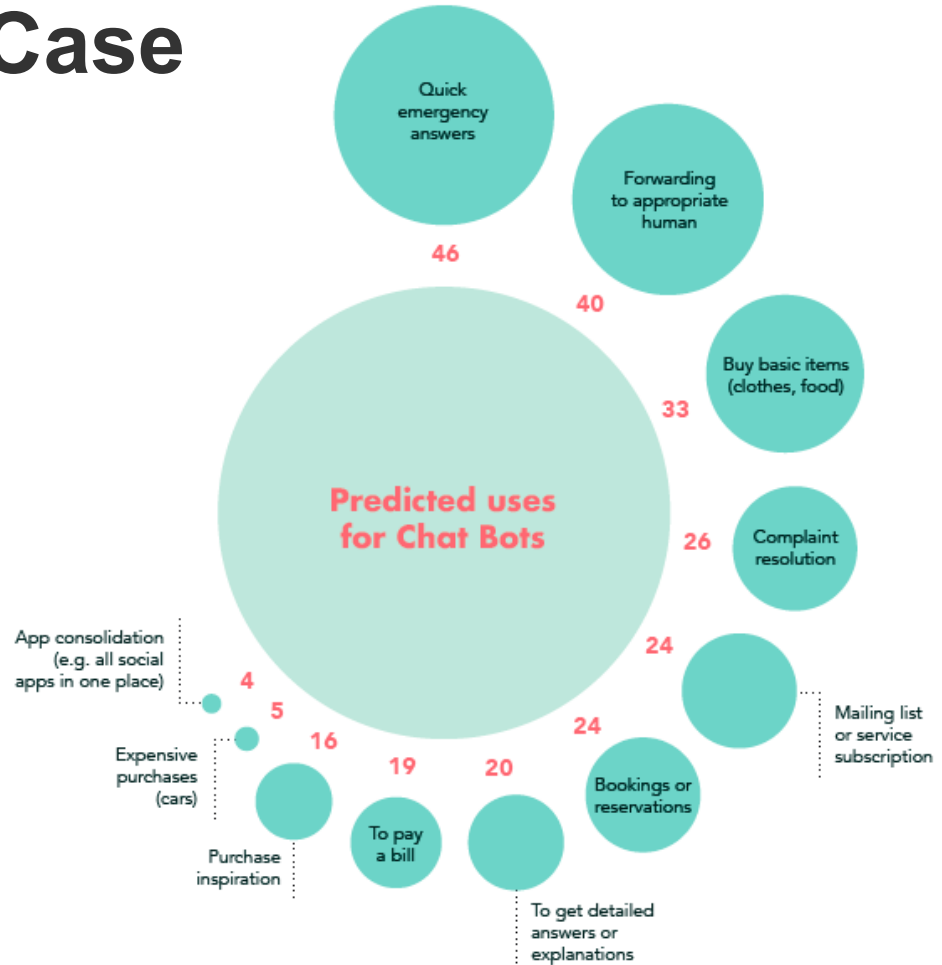
Generalist bots

Specialist bots



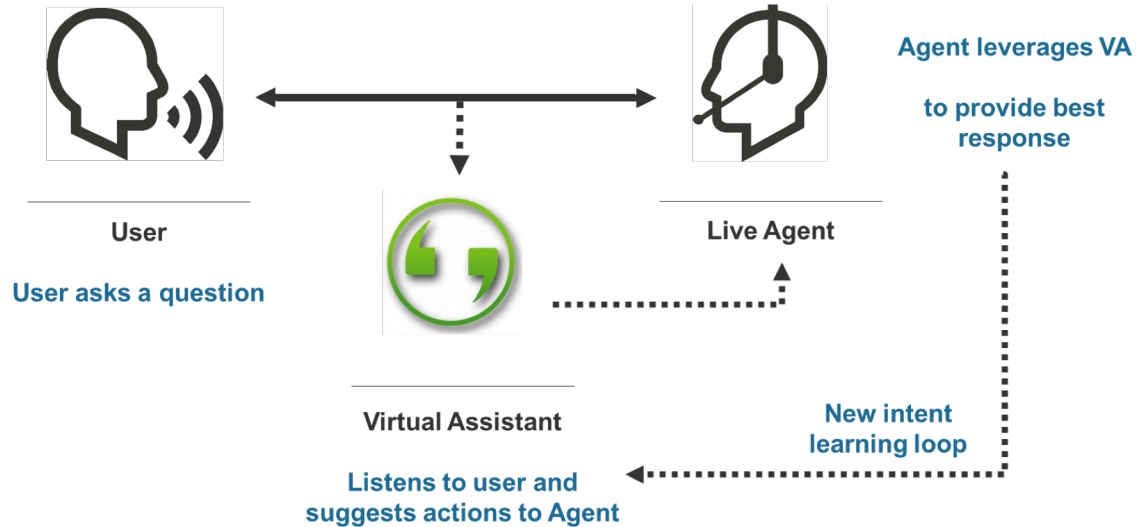
Chatbots by Use Case

- Customer Service
- Sales
- Marketing
- Mobile Banking
- Booking
- Personal Shopper



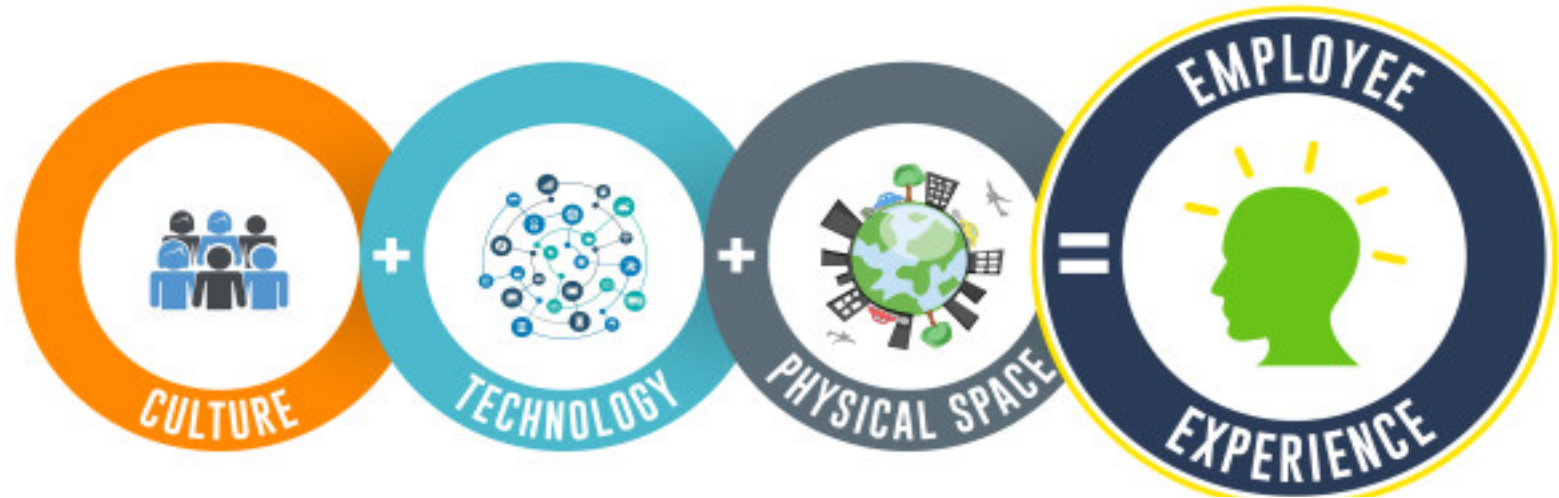
Agent Coach

Concept: Reduce AHT and increase Customer CSAT by suggesting to a human contact center agent appropriate content and actions in real time.



Employee Experience

THE EMPLOYEE EXPERIENCE EQUATION





Deloitte



TESLA

TESLA

TESLA

TESLA

TESLA

TESLA

ANNUAL PROFITS

Full set of quarterly results covers the year ending 31st September 2023. All information is preliminary and subject to audit. Figures are in million GBP unless otherwise stated. Figures are based on the latest available information and are subject to change. Figures are based on the latest available information and are subject to change. Figures are based on the latest available information and are subject to change.



BUSINESS FORECAST YEAR OVER YEAR

Full set of quarterly results covers the year ending 31st September 2023. All information is preliminary and subject to audit. Figures are in million GBP unless otherwise stated. Figures are based on the latest available information and are subject to change. Figures are based on the latest available information and are subject to change. Figures are based on the latest available information and are subject to change.



Polycom

MEETING TODAY!

- TOPIC: STRATEGIC VISION
- SESSION: WEEKLY AGENDA
- DATE: 2023-10-20

*STATUS: BASED ON PERFORMANCE

*COMPLIANCE: LOW RISK INVOLVEMENT







Van idee naar visie





Rabobank

ING



SNS REAAL



ALLIANCE & LEICESTER



Nationale-Nederlanden



FORTIS ASR



obvion

hypotheek

Onderlinge
Gravenhage



WestlandUtrecht Bank



ARGENTA

uw appeltje voor de dorst

mon@you



MNF BANK



Van Lanschot



Staalbankiers

RBS

The Royal Bank of Scotland



GENERALI

verzekeringsgroep



ABN-AMRO

ANNUAL PROFITS

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REVENUE FORECAST YEAR OVER YEAR

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MEETING TODAY!

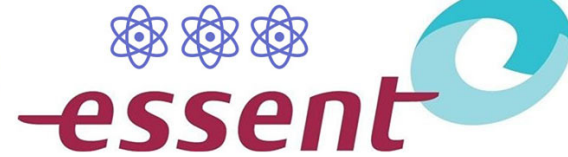
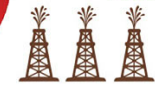
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The whiteboard contains handwritten notes, a flowchart, and several sticky notes. The notes include 'TOPIC: STRATEGIC VISION', 'SESSION: WEEKLY AGENDA', and 'DATE: 2023-10-20'. There are also some diagrams and a small table.











Deliver world-class experience



Radio 2 Tweespraak in de toekomst ?

“Twee bots komen elkaar tegen. Zegt de ene bot tegen de andere”



Alleen maar rozengeur ?



Telstra's new chatbot, Codi, is making so many mistakes customers are furious



DANIELLA BRANDY

MAR 12, 2018, 11:09 AM

AH stopt met slimme koelkastmagneet Hiku



Het was een noviteit waar Amazon de kranten mee haalde, maar dan op Nederlandse bodem. Een jaar lang testte Albert Heijn of het met een slimme koelkastmagneet zijn klanten anders kon laten winkelen. Daar komt binnenkort een einde aan.

De koelkastmagneet van het Amerikaanse bedrijf Hiku bevat een barcodescanner, maar ook een soort digitale oren. De gebruiker kan vertellen welke boodschappen hij nodig heeft en het apparaatje zet ze op iemands AH-boodschappenlijstje. Net als de Dash van Amazon.

Siri, Alexa, and Google Assistant can be controlled by inaudible commands

JEREMY HORWITZ @HORWITZ MAY 10, 2018 8:38 AM



Above: Alexa and Google Assistant-enabled devices
Image Credit: [David McCabe](#)

Apple's Siri, Amazon's Alexa, and Google's Assistant were meant to be controlled by live human voices, but all three AI assistants are susceptible to hidden commands undetectable to the human ear, researchers in China and the United States have discovered. [The New York Times](#) reports today that the assistants can be controlled using subsonic commands hidden in radio music, YouTube videos, or even white noise played over speakers, a potentially huge security risk for users.

According to the report, the assistants can be made to dial phone numbers, launch websites, make purchases, and access smart home accessories — such as door locks — at the same time as human listeners are perceiving anything from completely different spoken text to recordings of music. In some cases, assistants can be instructed to take pictures or send text messages, receiving commands from up to 25 feet away through a building's open windows.

a perfect Digital Experience

Just want to find out. Are you a chatbot





amazon

CHAT & ARMS
WATER TONIC



Thank you !

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