

Get “Siri-Us” How Voice Enablement can Improve Productivity



Nancy Munro
KnowledgeShift

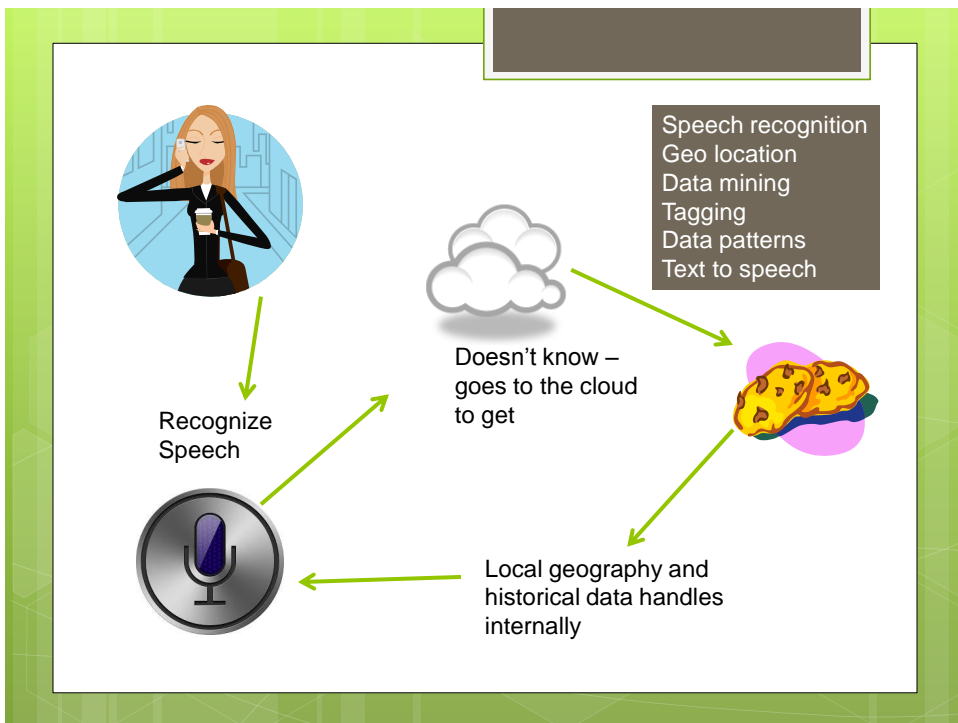
Agenda

- Why Now
- Explanation of technology
- Examples
- Live sample
- How to deploy
- Resources



Audience Question

Raise Your Hand ---How many of you use Siri or a voice based mobile assistant?

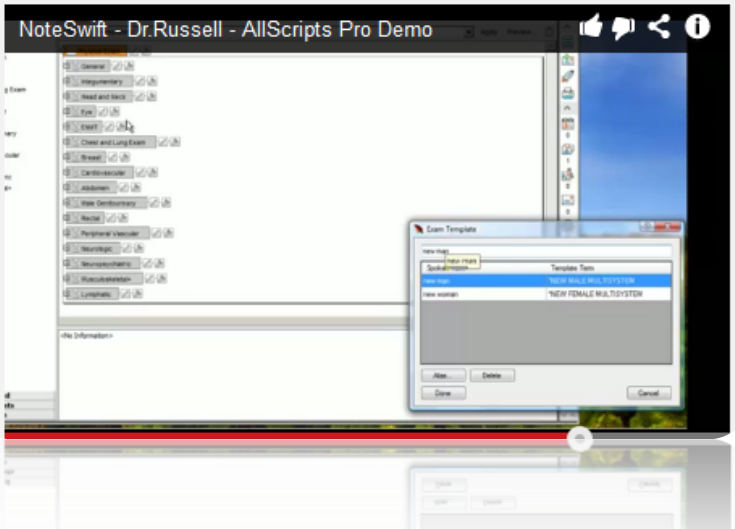


Speech to Text



NoteSwift

NoteSwift for Allcripts Pro



Talk2CRM



Task **Talk2CRMDemo** [Edit Layout](#)

[1](#) [7](#) [31](#)

Task Detail [Attachments](#) [Edit](#) [Delete](#) [Create Follow Up Task](#) [Create Follow Up Event](#)

Assigned To	Peter Dimoy	Status	In Progress
Subject	Talk2CRMDemo	Name	Demo Account Tieman, KShift
Due Date	7/8/2013	Related To	
Phone	(630) 747-4048	Link to Lead or Contact	
Priority	High	Email	admin@knowledgeshift.net
		User Mobile Number	6307474048
		Type	Call
		Call Result	Contact
		Call Duration	112
Created By	Peter Dimoy 7/2/2013 11:04 AM	Last Modified By	Peter Dimoy 7/2/2013 11:06 AM
Comments	We had a great meeting and I will send some follow up information.		



PHOTO: THINKSTOCK



8176313528

[PUEAQ](#) Talk2CRM Demo

Yesterday, 7:58 AM

Click to provide feedback from the meeting on 2013-05-04. http://scdev.us/krasi/salesforce_tropo/event/00Ui0000001MyEAEAQ Talk2CRM Demo

12:24 PM

Add text 0 / 160 [Send](#) [Attach](#)

What role do you play?

- A Instructional Design
- B Developer
- C Both ID and Developer
- D Manager of Training
- E Instructor-led
- F Other (type in "chat")

Employee Development

How can you leverage?

Traditional

- Surveys
- Knowledge Management
- Data analytics
- Hands on training

New



- IVR based survey
- Voice captured information
- Analysis of communications
- Virtual voice guide
- Role-Playing Simulations

Phone Surveys

#	Question	Question Type	Answer Choices	Verify	Edit	Delete
1	Ok ok we know you hate surveys just as much as I do but I worked really hard on that program and I'd like for you to answer some questions. On a scale from 1-5 where 1 means you didn't like it and 5 means the program wins please make a selection with your phone key pad.	Multiple Choice	1 2 3 4 5	N		
2	That's your answer really? I hope you put some thought into this. You know they say go with your gut so I hope your gut was feeling good. Anyway moving onto the next question. On a scale from 1-5 again, how well did the presenter know the material	Multiple Choice	1 2 3 4 5	N		
3	Oh did I tell you your responses are not confidential, sorry I forgot to mention that before -- just kidding. Now moving on to question 3, we're going to mix up the format a little so please listen to all of the choices before making your selection.	Multiple Choice	a b c d	N		
4	q4	Prompt Only		N		

Add a new question
 Watch Record Prompts
 ...
 ...

Phone-Podding

Number Dialed	Connection	Content	Min Listening
2182814668	Live Person	tier 4 week 4 dealers	1
2259079091	Live Person	tier 4 week 4 dealers	3
2252666299	Live Person	tier 4 week 4 dealers	4
2185913951	Live Person	tier 4 week 4 dealers	1
2259079093	Live Person	tier 4 week 4 dealers	4
2187273038	Live Person	tier 4 week 4 dealers	1

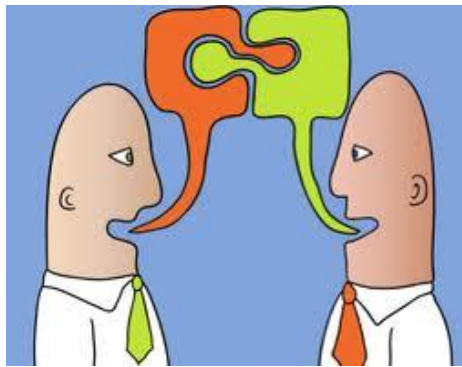
Virtual Voice Guide

- Walk around
- Retail merchandising training
- Campus tour



1	<p>NEW HELLO AND WELCOME TO THE MODEL 587 WALK-AROUND. DURING THIS PRESENTATION, YOU WILL BE ASKED TO MOVE TO VARIOUS LOCATIONS AROUND THE MODEL 587 AND PROMPTED TO PRESS ANY KEY ON YOUR PHONE WHEN YOU'RE READY TO LISTEN TO THE NEXT FEATURE. PLEASE MOVE TO THE FRONT OF THE TRUCK, PRESS ANYKEY WHEN YOU ARE READY.</p>	<p>Prompt with 'Any Key' Escape</p>	<p>Any Key Escape (Skip to Q-2)</p>	N		
2	<p>NEW THE MODEL 587 BENEFITS FROM 10 YEARS OF PROVEN RELIABILITY AND OUTSTANDING VALUE OF ITS PREDECESSOR THE MODEL 387. THE MODEL 587 FEATURES A 122" BBC STANDARD WITH THE PACCAR MX ENGINE OFFERING UP TO 485HP WITH 1750 LB FT OF TORQUE USING 2010 SCR EMISSIONS TECHNOLOGY. NOTICE THE MODEL 587 NEW HOOD, INCORPORATING PETERBILT'S SIGNATURE GRILL AND HOOD ORNAMENT. PETERBILT ENGINEERS CAREFULLY RE-CONTOURED THE CENTER SECTION HOOD AND AS A RESULT A DRIVER LINE OF SIGHT IMPROVED BY REDUCING FORWARD GROUND STRIKE MORE THAN 2 FEET. MOVE TO THE DRIVER SIDE HEADLAMP AND PRESS ANYKEY WHEN YOU'RE READY.</p>	<p>Prompt with 'Any Key' Escape</p>	<p>Any Key Escape (Skip to Q-3)</p>	N		
3	<p>NEW THE MODEL 587 NEW HEADLAMP SYSTEM FEATURES SEPARATE HALOGEN HIGH AND LOW BEAM UNITS THAT INCREASE FORWARD ILLUMINATION AND BRIGHTNESS BY 35%. AMBER TURN SIGNAL AND DAYTIME RUNNING LIGHTS COMBINE TO IMPROVE VISIBILITY AND SAFETY. THE HEADLAMP COVER IS DESIGNED WITH AN ABRASIVE RESISTANT CLEAR LENS COATING FOR UV AND ROAD DEBRIS PROTECTION. ... AND NEW SIDE TURN INDICATORS ARE INTEGRATED IN THE FENDER AND DESIGNED WITH 5 LEDs FOR A LIFE EXPECTANCY OF 30,000 HOURS. THESE IMPROVEMENTS ARE A DIRECT RESULT OF FEEDBACK FROM CUSTOMERS. TO ENHANCE AERODYNAMIC PERFORMANCE, A COMPLETE SYSTEMS ANALYSIS WAS DONE BY PETERBILT ENGINEERS. THEY ANALYSED AIR FLOW ACROSS THE HOOD AND FENDER AND ALSO UNDER THE CHASSIS. A NEW ONE PIECE BUMPER WAS DESIGNED, FEATURING A LOW IMPACT RESISTANT POLYCARBONATE MATERIAL AND A HOOD LATCH WAS INCORPORATED SPECIFICALLY INTO THE FENDER POCKET. THESE DESIGN EFFECTS IMPROVED FUEL EFFICIENCY BY MORE THAN 1%, REDUCED DRAG BY 2.5%, AND ESTIMATED FUEL SAVINGS IN EXCESS OF \$1,000/YEAR.</p>	<p>Prompt with 'Any Key' Escape</p>	<p>Any Key Escape (Skip to Q-4)</p>	N		

Role-Playing Simulator



Practice Simulation for any conversations

Mobi-RolePlay

Mobile RolePlay

Conduct
Logs
Reports

Portal: Mobi-RolePlay Demo

Department: Demo Marketing Department

Flow: Choose flow

Phone: Choose flow
I play one on TV
College Graduate Interview
Handling Sales Objections
Selling Alligator Shoes to a Nun

Conduct simulation

only tuned streams right your **phone** "

"I've heard you offer unlimited music. Can you tell me more about that?" **Points: 1**

[EDIT](#)

Question 3

"Interesting-- what does that whole all in rate plan comment mean?" **Points: 1**

Customer Analytics

- Records call for patterns
- Feed real-time data to agent
- Pool data together

Example: Insurance Agency



Key Learning Points



Resources

- [Digital Personal Assistance for Enterprise](#)
- [Dragon for personal use and productivity](#)
- [Simon Schuster voice picking](#)
- [Say Command how Speech Recognition will Change the World](#)
- [What is Watson Doing Now](#)
- [Machine Learning](#)
- [Voice activate elevator and Scotts](#)
- [Mobile Assistants](#)
- [Replacing warehouse picking systems](#)