



APPLYING TECHNOLOGY. AMPLIFYING RESULTS.

## TWD SOLUTION SPOTLIGHT

# Speech and Voice Recognition: Supporting the Highly Mobile Professional

The past decade has produced significant strides in automatic speech and voice recognition technologies. TWD is on the leading-edge of this evolving technology, designing and implementing innovative, reliable solutions for our clients that power improved productivity and convenience – particularly for their mobile workforces.

TWD's unified communications solutions include innovative voice and speech recognition functionality to enhance productivity and convenience for mobile workforces.

### Technology Overview

The terms speech and voice recognition often are used interchangeably, however, there are clear differences in their function:

**SPEECH RECOGNITION** converts the spoken word into digital text – and vice versa. Used in many familiar consumer and business applications for hands-free transcription and dictation, speech recognition is also a convenient, more universal alternative to touch-tone technology for automated telephone customer service (“Press or say ‘ONE’ to continue...”).

**VOICE RECOGNITION** verifies the person who is speaking, and typically is used for secure access to facilities and devices (biometrics). Voice recognition also enables spoken control of computers, such as an Open Word application, Google’s Search by Voice, and Siri – the popular artificial intelligence and assistance technology from Apple.

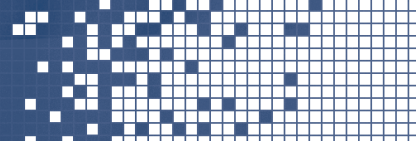
Both technologies utilize speech patterns to do their jobs, however, challenges – such as accents, multiple languages, sentence structure, and nuances (for example, distinguishing between the words “through” and “threw”) – persist.



Despite these obstacles, though, the promise of these recognition technologies continues to advance, in particular, in the area of mobile computing. Designed specifically for voice input, mobile phones and devices are ideal for the successful – and innovative – use of speech and voice technologies.

### Innovative Solutions

TWD designs and implements solutions that incorporate industry-leading and versatile Avaya messaging technology to support a variety of voice and speech recognition applications for the mobile professional. The following are examples of TWD's pioneering use of Avaya:



### **Converting Voice Messages to Text**

TWD utilizes Avaya Speech to Text, an optional feature that converts Modular Messaging voicemail messages to text and delivers them to mobile workers' inboxes or PDAs. Speech to Text increases personal productivity by reducing the inefficiencies associated with voicemail retrieval, playback, and note-taking. Workers simply "read" voicemails as emails, and can see at a glance who called, when they called, and what they said. Speech to Text also increases workgroup collaboration and personal effectiveness by enabling information workers to remain functional members of their teams while they are in meetings or out of the office – without having to "phone home."

### **Hands-Free Voice Commands**

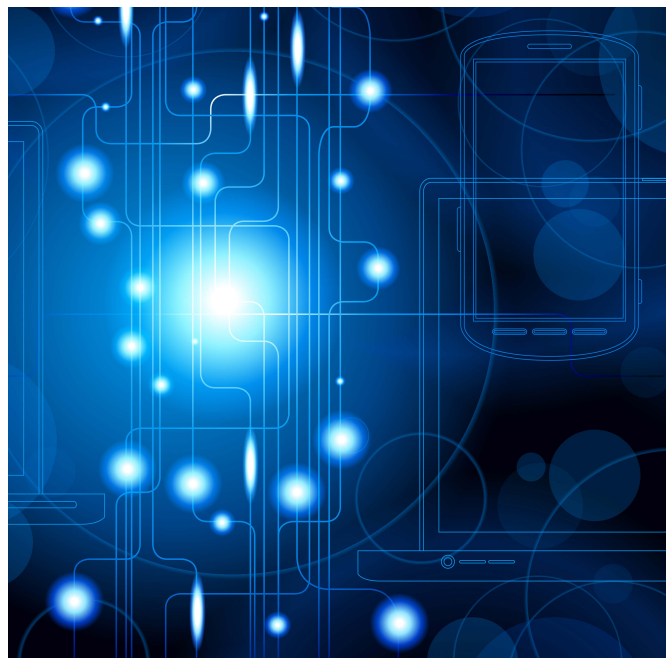
TWD incorporates Avaya's Modular Messaging with Avaya one-X Speech 2 functionality to give mobile employees access to desktop tools in Microsoft Outlook or Lotus Notes through simple and intuitive voice commands. The ultimate in convenience, hands-free voice commands enable information workers to access and manage their messages quickly and easily, and even have emails read to them via the text-to-speech feature – anytime, anywhere.

### **Recognizing Results**

TWD has witnessed the evolution of speech and voice recognition technologies over the years.

Today, TWD designs and implements innovative unified communications solutions that feature the sophisticated capabilities of these technologies. The results include enhanced productivity and convenience for the mobile professional.

You can rely on TWD for leading-edge, effective solutions that incorporate the latest in voice and speech recognition capabilities.



### **About TWD**

A proven leader in applying technology and amplifying results since 1986, TWD builds and maintains leading-edge infrastructure and communications, enterprise IT, cyber security, and collaboration solutions for executive-level, national security-focused organizations. TWD works directly with government organizations as well as with government partners to meet the challenges – and deliver on the promises – of a constantly evolving technology landscape. Our deep technology expertise and government knowledge enable us to design and implement lasting technology solutions that help our customers drive their mission performance at a lower cost of ownership.

