

## **VoxIQ Selects Loquendo Technologies to Enable Complex Conversational Speech Recognition and Text To Speech**

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**Call Centre Expo 2007, Birmingham NEC, UK.** - Loquendo, the global speech technology company, and VoxIQ, the innovative UK company that is set to revolutionise the speech market, have combined the VoxIQ technology with Loquendo's award-winning speech technologies.

The VoxIQ product uses Loquendo's Automated Speech Recogniser (Loquendo ASR) through Loquendo VoxNauta to eavesdrop on a conversation between people while providing support such as filling in forms automatically or displaying data in line with the changing conversation. It also uses Loquendo ASR together with Loquendo TTS synthetic speech to allow conversation with a person in a new and intelligent way known as 'conversational self-service'.

Loquendo TTS and Loquendo ASR leverage VoxNauta, Loquendo's VoiceXML and CCXML platform that enables companies to fully exploit the most advanced speech technologies on the market today, with complete support of all the relevant standards and many highly innovative features, for the highest quality speech applications.

VoxIQ together with Loquendo TTS and ASR speech technologies will be demonstrated for the first time at Call Centre Expo 07 in Birmingham NEC, UK.

"VoxIQ chose Loquendo TTS and Loquendo ASR technologies for their superior quality and performance, the perfect fit for our market leading enabling technology" said Archie Macaulay, CEO of VoxIQ. "It was a pleasure to work with Loquendo, they were at all times professional, helpful and open to the VoxIQ innovation."

"The VoxIQ product is a highly innovative product that delivers superior, intelligent services," said Rosanna Duce, Loquendo's VP International Sales. "We are delighted that VoxIQ has chosen Loquendo TTS and ASR technologies. We expect this product to generate the greatest interest in the call centre market and other dynamic markets in the UK and around the world."

Loquendo ASR is the speaker-independent speech recognition engine that reliably recognizes large scale vocabulary continuous speech, even in challenging environments. Full standard compliance and a complete set of tools with powerful features make Loquendo ASR one of the most robust speech recognition engines on the market.

Loquendo TTS is the only speech product on the market with an emotional component, known as Gilded TTS, delivering truly lifelike synthetic speech to make any speech application natural-sounding, expressive and easy to use. Loquendo TTS is currently available in 21 languages and 51 voices.

### **About Loquendo - Vocal Technology and Services**

With over 30 years experience in speech technology, Loquendo is at the forefront of the global speech market. Loquendo TTS, Loquendo ASR, Loquendo Speaker Verification and the Loquendo VoxNauta are high-quality, high-performance technologies that guarantee systems

integrators the best solutions whatever the application.

Loquendo is the only speech technology vendor that provides a complete product line from desktop PCs and telephony servers to navigation and handheld devices, guaranteeing the same portfolio of languages and the same core engine in these environments.

Many enterprises and carriers worldwide have recognized the Loquendo difference and our advanced technologies power millions of calls every day in the telecommunications and enterprise markets across the globe.

Loquendo is a Telecom Italia company headquartered in Turin, Italy, with offices in the U.S., Spain, Germany and France, and a worldwide network of partners. For more information about Loquendo, and to hear demonstrations of all Loquendo voices, visit [www.loquendo.com](http://www.loquendo.com).

### **About VoxIQ**

VoxIQ Limited is a young private company with an innovative market leading enabling technology that overcomes the limit on the number of words used in any keyword spotting speech application. This allows for a step change in the way ASR and TTS may be employed to provide deep, wide and seriously useful applications that reduce operational expenditure while increasing revenue.

VoxIQ uses expert systems techniques to control keyword spotting. The result is a new enabling technology that limits the number of keywords being searched for at any point in time, while removing any limitation on the overall lexicon. This makes the task simpler for the speech technology and results in a significant improvement in speech recognition.

A VoxIQ equipped system listens to a conversation and, by detecting keywords; it establishes and maintains knowledge of the context of the conversation as it evolves. From this knowledge, the system can access existing application databases and display relevant information to allow the user to talk in greater depth on the subject and to ensure that the information displayed and keywords being sought are always relevant.

The use of VoxIQ in contact centres means that complex interactions with customers can now be automated and human productivity improved by some 15%. These benefits provide the potential for a reduction in operating costs of up to 50%.

For more information about VoxIQ, visit [www.voxiq.com](http://www.voxiq.com)