Engage In-Call Virtual Assistant Enhances the Conference Call Experience and Productivity

Ever since the introduction of the first commercially available video conferencing solution, neither the general workflow of setting and conducting a meeting, nor the user experience, have significantly changed. Organizers still must schedule a meeting, attendees must authenticate using PINs, and moderators must do all the mundane tasks to run the meeting. Keeping participants engaged and focused during a conference call is a common problem. Often, participants are busy making notes versus actively concentrating on the discussion.

"Hey Sophie"...mute all participants.

"Hey Sophie"...record the call.

Conversational AI-based services, built into conferencing solutions, are changing the conference experience for enterprise users. They take the pain out of bringing participants together, starting, recording, transcribing, and even translating meetings without DTMF or keyboard controls, which takes time and can be error prone. The in-call voice assistants improve productivity and increase engagement by performing several tasks that may otherwise be distracting to meeting participants and reduce meeting productivity. They also save time and energy by automating the task of sending call notes, assigning action items, and boosting real-time collaboration that can dramatically improve workplace productivity. Further, with voice and facial authentication replacing PIN-based dialing, data security at critical meetings is significantly enhanced.

In-call virtual assistants herald an altogether new and highly digitized conference experience. The aim is to turn the conference into a productivity hub and automate the in-conference experience for better engagement, productivity and collaboration.

Engage In-Call Assistant Revolutionizes the Conferencing Experience

The Radisys Engage In-Call Assistant is a carrier-grade speech analytics-as-a-service that transforms all aspects of the meeting experience, from setup, to the meeting itself, to post meeting activities. It integrates voice processing, conversational AI-based voice analysis, natural language processing, telephony, and VoIP systems to provide rich, personalized experiences by "listening and acting" on spoken commands regardless of where a user is and what device they are connecting with. The Engage In-Call Assistant solution integrates speech analytics with a wide range of telephony services to create new opportunities for service providers. The cloud-based system enables lucrative and innovative applications like personal virtual assistants "who are listening in many languages and waiting to act" and can easily integrate with business IT systems and industry vertical workflows when necessary.

These personal virtual assistants can be paired with business and consumer conference calling services to improve user uptake. In-Call Assistant allows people to speak commands instead of looking up and entering codes on the keypad. The always-listening assistant can perform many actions for regular calls and conference calls, like "record the conference," "mute all lines," "transcribe the call," and "add John Smith," to name a few. These automated commands attract more users and reduce customer turnover by providing instinctive spoken commands that improve meeting experiences and value.

By linking the power of Engage In-Call Assistant's cloud-based computer vision and speaker-verification solutions, service providers can enable biometric authentication for secure collaboration sessions. The cost effective in-network solution scales as needed, offering CSPs new monetization services.
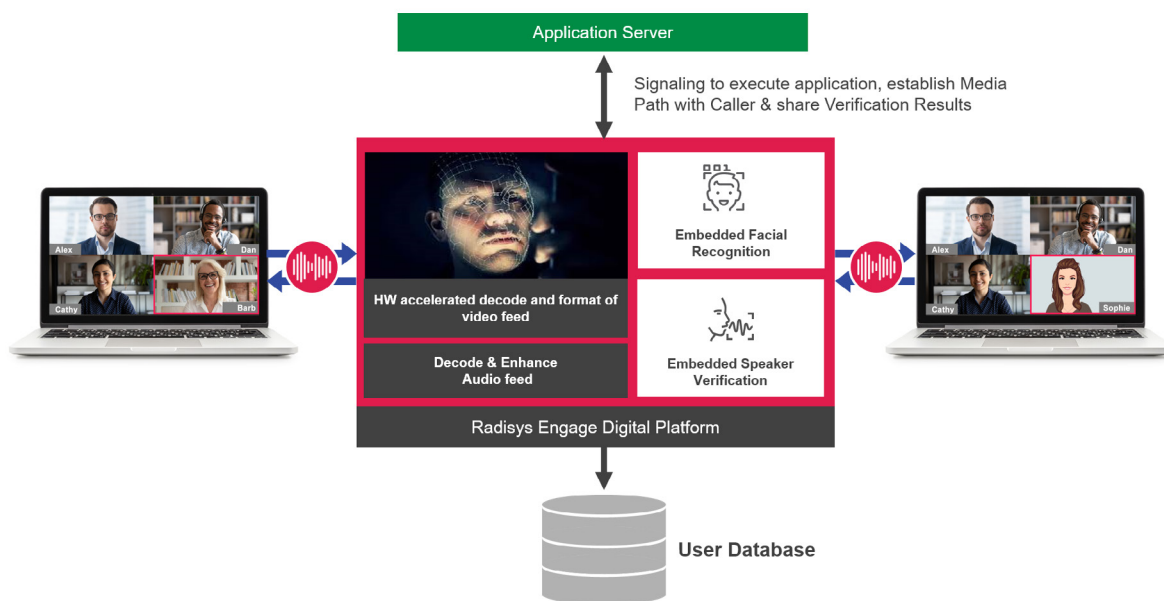
Cloud-Based Solution Eliminates Complexity and Costs

The traditional approaches to in-call voice-enabled services that can "listen, interpret, and act" are complex and costly. They require unique hardware and software, where the equipment is often built for specific languages and tightly coupled with applications. In some cases, the only way to deliver accurate voice recognition is by limiting the system to environments where speech recognition capabilities do not have to compete with background noise – not customer friendly! Speech accuracy is critical, empowering the requisite speech-to-text conversions to ensure accurate hands-free meeting actions, transcriptions, and meeting control. From an operational perspective, such proprietary equipment often requires extensive training and skills development to keep it tuned and running efficiently in each business location or service provider network. These high Capex and Opex as well as the lack of in-house skills results in cost prohibitive business cases.

The programmable Engage In-Call Assistant solution offers a much more cost-effective approach than traditional speech software and systems. The Engage-powered system lowers costs and complexity of integrating external network elements by up to 90%. Whether deployed at the service provider or hosted in the Radisys cloud, the AI-driven solution "listens" for key words and phrases and applications can take actions based on the related business process or workflow. The cloud based Engage platform includes a suite of programmable conversational AI processing tools to power new, innovative, and intuitive services across cellular, landline, OTT, and web interfaces. These systems give conference service providers the performance, security, quality, and control they need to build scalable high value customer experiences over their network services and as over-the-top applications.

Key Benefits:

- Offers unique experience and enhances productivity of business meetings.
- Increases business and customer loyalty by offering easy-to-use high value "personalized" services.
- Extends global reach with multi-language support.
- Provides flexibility to adapt to specific customer needs through programmable capabilities.
- Accelerates time to market through cloud-based "as-a-service" solution with reduced total cost of ownership.
- Creates a unique, branded persona for service providers.

Why Radisys

- Transformative cloud based solutions that propel service providers towards becoming digital experience providers with programmable communication platforms and applications.

- Reaching 2 billion users through 150+ telecom operators globally.

- 30+ years of product and operational excellence.

- An experienced team of experts collaborate with you to introduce a full suite of locally relevant digital applications.

Radisys

CORPORATE HEADQUARTERS: 8900 NE Walker Road, Suite 130, Hillsboro, OR 97006
+1-503-615-1100 | 800-950-0044 | Fax +1-503-615-1121 | www.radisys.com | info@radisys.com