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Show Directory

January 30 - February 1, 2006

Hyatt Regency Hotel, Embarcadero Center, San Francisco, CA

Office of the Mayor
City & County of San Francisco



Gavin Newsom



GREETINGS FROM THE MAYOR OF SAN FRANCISCO

Dear Friends,

It is my pleasure and honor to welcome all of the attendees of this year's SpeechTEK West Annual Conference and Expo held at the Hyatt Regency, San Francisco from January 30 through February 1, 2006!

With a myriad of tutorials and workshops, SpeechTEK West gives customers, solution providers and developers alike the chance to experience, first-hand, the latest trends in speech technology and to take advantage of one of the nation's premier networking opportunities.

I wish you much enjoyment during SpeechTEK West 2006 and hope that you will continue return to San Francisco time and time again.

Warmest Personal Regards,

A handwritten signature in black ink, appearing to read "Gavin Newsom", written over a horizontal line.

Gavin Newsom
Mayor

1 Dr. Carlton B. Goodlett Place, Room 200, San Francisco, California 94102-4641
gavin.newsom@sfgov.org • (415) 554-6141

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3 Exciting Days
2 Industry Leaders
1 Fabulous Offering

Intervoice now includes Edify

Don't miss this opportunity at SpeechTek Spring 2006 to experience all that the merger of these two leaders has to offer by attending any of the following activities:

Monday	Panel Discussion	Speech requirements in the Financial Services Industry
Tuesday	Panel Discussion	Transforming Call Centers into Marketing Machines
	Session	Custom-Built or Packaged Speech Solutions?
	Session	Perception Vs. Reality
	Workshop	Managing Evolving Customer Expectations Through Adaptive Interaction
	Workshop	Transforming the Way People and Information Connect - The Intervoice Solutions Framework
Wednesday	Session	The Evolution of the Main Menu
	Session	Design of a Speech Enabled Survey

We've created a winner; now you can too! Use the Intervoice game card found in your conference bag to collect stamps at the events above. Collect a stamp from one of our workshops and another by viewing a demo or presentation in the Intervoice Booth #130 and you'll receive a free gift plus be entered in a drawing for one of 4 grand prizes.

For more information regarding Intervoice voice automation solutions, visit www.intervoice.com

**intervoice**

Bridging the Gap **SpeechTEK** WEST

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CHANGE. INNOVATE. ACCELERATE.
BOOTH # 137

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Sunday, January 29, 2006

4:00 AM -7:00 PM Registration

Monday, January 30, 2006

7:00 AM -6:00 PM Registration

7:00 AM -8:30 AM Continental Breakfast

8:00 AM -9:15 AM **Opening Keynote: A Customer Panel Moderated by Bill Meisel Featuring Keith Topel (Bank of America) and J**

9:45 AM -12:30 PM	Industry Focus Workshops Retail Industry Workshop Travel & Hospitality Industry Workshop	Industry Focus Workshops Manufacturing Workshop Consumer Electronics Workshop
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12:30 PM -1:30 PM **Networking Opportunity - Lunch Sponsored by Nuance**

1:30 PM -5:00 PM	Industry Focus Workshops Telecommunications Workshop Health Care Workshop Financial Services Workshop	SpeechTEK University Voice User Interface Design Managing the Procurement & Deployment of Contact Center Applications
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5:00 PM - 7:00 PM **Exhibit Hall Preview
SpeechTEK West "Streets of San Francisco" Reception****Tuesday, January 31, 2006**

7:00 AM -6:00 PM Registration

7:00 AM -8:30 AM Continental Breakfast

8:00 AM -9:15 AM **Keynote Presentation: Steve Chambers, President, Nuance**9:30 AM -5:30 PM **Exhibit Hall Open**9:45 AM -11:00 AM **Intervoice Company Workshop - Listen. Adapt. Transcend: Managing Evolving Customer Expectations in Voice**11:15 AM -12:30 PM **Intervoice Company Workshop - Transforming the Way People and Information Connect - The Intervoice Om**

	TVUI Strategy	TVUI Design & Delivery	AVIOS Technology Symposium
10:00 AM -11:00 AM	Panel: The Role of the Contact Centers in Marketing Outsourced and Managed Services	Service-oriented Architecture	Core Speech Technology
11:15 AM -12:30 PM		Telephone Speech Standards	Dialog Development
12:30 PM -2:00 PM	Visit Exhibit Hall		
2:00 PM -3:15 PM	Panel: State of the Industry Meeting the Potential of the VUI	Natural Language	Speech Standards
3:30 PM -5:00 PM		Application Delivery: Platform Issues and Alternatives	User Interface Design: Philosophy and Practice

5:30 PM - 7:30 PM **SpeechTEK West Reception "Best of California Wines"****Wednesday, February 1, 2006**

7:00 AM -1:00 PM Registration

7:00 AM -8:30 AM Continental Breakfast

8:00 AM -9:15 AM **Keynote Presentation: Sally Ride, Former NASA Astronaut and America's First Woman in Space**9:00 AM -11:00 AM **Avaya Company Workshop: Avaya Speech and Intelligent Communications Workshop**9:30 AM -2:00 PM **Exhibit Hall Open**10:00 AM -12:00 PM **Cisco Company Workshop: Cisco Customer Contact Solutions for Self-Service**

	TVUI Strategy	TVUI Design & Delivery	AVIOS Technology Symposium
10:00 AM -11:00 AM	Panel: Voice Search Case Studies: The Impact of Speech Applications	Panel: Speech Analytics	Developments in Text-to-speech
11:15 AM -12:30 PM		Developing Effective Dialogs	Developing Speech Applications: Tools and Techniques
12:30 PM -2:00 PM	Visit Exhibit Hall		
2:00 PM -3:15 PM	Directory Assistance & Auto Attendants Unified Communications	Network-based Multimodality	Application Delivery Platforms: Today's Alternatives and Their Evolution
3:30 PM -5:00 PM		Speaker Authentication	Digging Deeper

George Astray (Telefonica Soluciones)

SpeechTEK University

Best Practices in Tuning Speech Application Performance
 Multimodal Speech Solutions for a Mobile Workforce
 Evolving Customer Service: Integrating the Contact Center & IT

SpeechTEK University

Building Voice Applications in a Java Environment
 Building Voice Applications in a .NET Environment



Automation Systems (Workshop repeats at 2:00 PM)

via Solutions Framework (Workshop repeats at 3:15 PM)

Convergence	Productivity	SpeechTEK University
Panel: Speech for the Consumer: Home and Away Next Generation Platforms for Delivery of Voice and Multimodal Services	Exclusive Briefing by Datamonitor Health Care & Medicine	Development Tools and Delivery Platform Demo, Workshop 2 Development Tools and Delivery Platform Demo, Workshop 2
Automotive Telematics Multimodal Solutions	Where Do Multimodal Interfaces Have the Most Utility? Testing & Monitoring Speech Applications	Tools for Building & Developing Standards-based Applications Tools for Building & Developing Standards-based Applications (cont.)

Convergence	Productivity	SpeechTEK University
Embedded Speech Technology Panel: Searching Audio & Video Content on the Web	Speech & Enterprise Productivity Speech on PCs	VoiceXML Forum Certifications for Platforms and Developers Speech Application Development Workshop
Mobility and Speech Innovative Speech Applications	Microphone Technology Accessibility for Everyone	Text-to-speech Synthesis: Here Today, and More Tomorrow Text-to-speech Synthesis: Here Today, and More Tomorrow (cont.)

Welcome

SpeechTEK West is thrilled to bring you a powerhouse event that will help you **BRIDGE THE GAP** between where your organization stands today and where speech technologies, such as speech recognition, text-to-speech synthesis, speaker authentication and audio search, can take you. We are glad you are here with us to enjoy another San Francisco treat.

Allow us to first thank the event sponsors: Nuance and Interville as Gold Sponsors; Cisco Systems as the Silver Sponsor; and Avaya as the Bronze Sponsor. We would also like to thank West for the badge inserts; Loquendo for the pens and Interville for lanyards

SpeechTEK West combines two very dynamic programs, Bill Meisel's Telephony Voice User Interface conference (TVUI) and the Applied Voice Input/Output Society conference (AVIOS), to provide you with unprecedented educational opportunities and access to the best in speech technologies. There are 60 conference sessions that are packed with industry experts representing diverse backgrounds and perspectives to ensure that your questions are answered and every aspect of the industry is examined.

And don't forget to visit the exhibit hall located in the Grand Ballroom! This year's showcase offers the industry's leading companies displaying the latest and greatest products, deployments, and solutions. We are introducing a new program this year - Passport for Prizes! As you make your way around the show floor, please have your passport stamped at each booth. Only a completed passports can be entered into the prize drawing!

We believe that SpeechTEK West not only provides a great conference agenda, but also valuable networking opportunities that will be opened up for you as you meet the leaders of speech technology and learn first hand the ways that speech can revolutionize your organization.

We greatly appreciate your participation and strive to make this a worthwhile experience for you. If you need assistance in any way this week, please find a member of SpeechTEK show management, who will be happy to take care of you.

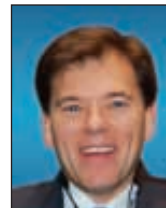
Sincerely,



Bill Meisel
President
TMA Associates
wmeisel@tmaa.com



Bill Scholz
President
AVIOS
Bill.Scholz@unisys.com



John Kelly
Editor-in-chief
Speech Technology Magazine
john@amcommexpos.com

P.S. Please take a moment and complete the event survey, it will help SpeechTEK West become an even better show! Please drop off completed surveys at the *Speech Technology Magazine* booth located in booth 124 or hand it to any SpeechTEK West representative.



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Keynote Speakers - Bayview Room

Monday, January 30, 2006 • 8:00 AM

Customer Panel

Moderator: Bill Meisel

Join veteran industry analyst Bill Meisel as he examines recent speech deployments. Bill will be joined by customers who have deployed innovative speech applications. Among the participants scheduled to appear are Keith Topel of the Bank of America, who currently manages the group responsible for the bank's IVR Systems including customer experience, call flow & scripting, call routing and IVR reporting, and Jorge Astray the head of business development for enterprise marketing for Telefonica Soluciones (Telefonica Group - Spain).

Customer Panel:

Keith Topel, Vice President and Group Operations Manager of IVR Integration, Bank of America
Jorge Astray, Head of Business Development for Enterprise Market, Telefonica Soluciones



Tuesday, January 31, 2006 • 8:00 AM

Steve Chambers

President, Nuance

Steve Chambers leads the company's global efforts. Recognized as one of the top executives in the speech industry, Chambers has successfully applied his marketing and strategic leadership to a vision for mainstream speech applications and has helped position Nuance as the premier provider of speech technologies, applications, and solutions. He joined Nuance in August 2003 when the company acquired SpeechWorks, where he served as senior vice president of worldwide sales and chief marketing officer since 1999. Previously, Chambers held chief marketing officer roles at Arbortext, Inc., VDOnet, and PictureTel Corporation. Prior to PictureTel, he was a consultant for a division of McKinsey Corporation. Chambers holds a bachelor's degree from Wesleyan University, and a master's degree in communications and science from Boston University.



Wednesday, February 1, 2006 • 8:00 AM

Sally Ride

Former NASA Astronaut and America's First Woman in Space

Dr. Sally Ride flew in space twice. Her first flight was aboard the space shuttle Challenger in 1983. Dr. Ride's second spaceflight was also aboard Challenger in October 1984. In June 1985, Dr. Ride was assigned to a third space shuttle flight which was interrupted in January 1986 by the space shuttle Challenger accident. For the next six months she served as a member of the Presidential Commission investigating the accident.

Dr. Ride has written five books, "To Space and Back," "Voyager: An Adventure to the Edge of The Solar System," "The Third Planet: Exploring The Earth From Space," "The Mystery of Mars" and her latest book, "Exploring Our Solar System." Dr. Ride is currently a professor of physics at the University of California, San Diego and CEO of Imaginary Lines, Inc.



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GRAB YOUR PASSPORT!

And take a trip around the show floor!

Collect a stamp from each booth to be eligible* for a prize drawing.

Three drawings will be held on Monday and Tuesday.

Five drawings will be held on Wednesday.

*Completed Entries only. One Per Attendee.



Prizes donated as follows: Acclaim Telecom- Portable DVD Player, Avaya – iPod, Brooktrout Technologies – MP3 Player, Cisco Systems – Sony Playstation Portable with Safe Case, ClickFox - \$200 AMEX Gift Cheque, Eicon Networks – Playstation 2, Inference Communications – Australian wine, IQ Services - \$100 Best Buy Gift Card, Nexidia – iPod Nano, Worldly Voices – 1 Session of 30 America/English Voice Prompts, 411XML – Cannon Powershot SD500 Digital Camera, PLUS MORE!



Streets of San Francisco Welcome Reception And Exhibitor Showcase!

**Monday, January 30, 2006
5:00 PM – 7:00 PM**

Join us in the Grand Ballroom as we bring the enjoyment of San Francisco to you. Network with your peers, make new friends and enjoy the ambience and excitement of the “city by the bay.” This is a wonderful introduction to the event and an advance opportunity to familiarize yourself with the exhibitors for this can’t-miss event. Be sure to attend so you can relax before the sessions and prepare to take full advantage of SpeechTEK West!

The Best of California Wine Reception At SpeechTEK West

**Tuesday, January 31, 2006
13 Views Lounge, Atrium Level
5:00 PM – 7:00 PM**

Sonoma and Napa Valleys are synonymous with the best wines in the world today. From the vineyard-friendly climate to the care and traditions of its many famous wineries, the California wine country is one of America’s greatest treasures. We are pleased to present you with a special wine-tasting reception featuring the best offerings from leading wine makers. Whether you’re a wine connoisseur or just interested in this rich tradition, this reception is sure to please your palate and afford you a wonderful chance to network with fellow conference participants.



Speech

TECHNOLOGY MAGAZINE

Speech Technology Magazine's Most Innovative Solutions Awards are presented annually at SpeechTEK in New York City to companies (end-users/customers, not vendors) deploying creative speech-service solutions that have impacted their organizations in innovative and unique ways.

The **Speech Solutions Awards** are presented to companies in 10 categories for outstanding accomplishments bringing new products and services to the marketplace. The awards are selected by industry peers in an online poll.



Reminder Dates for this Year's Awards:

Most Innovative Solutions Awards

Nominations Open **March 21, 2006**
Nominations Close **May 1, 2006** (Entry Deadline)

Speech Solutions Awards

Nominations Open **May 3, 2006**
Nominations Close **June 1, 2006** (Entry Deadline)
Voting Opens **June 8, 2006**
Voting Closes **July 10, 2006**

COMPANY WORKSHOPS

 **intervoice**

TUESDAY

**Intervoice Company Workshop:
Listen. Adapt. Transcend - Managing
Evolving Customer Expectations in Voice
Automation Systems**

(Garden Room, Atrium Level)

9:45 – 11:00 AM & 2:00 – 3:15PM

Learn how adaptive interaction and personalization can help you maximize every customer contact through the use of voice user interfaces, business intelligence, business rules engines and access to CRM databases.

**Intervoice Company Workshop:
Transforming the Way People and Information
Connect - The Intervoice Omvia Solutions
Framework**

(Garden Room, Atrium Level)

11:15 AM – 12:30 PM & 3:45 PM – 5:00 PM

Learn how Intervoice is assisting companies in moving from the traditional call center to a dynamic and future-proof contact center with a distributed service oriented architecture utilizing open standards, web services and IP technologies.



AVAYA

WEDNESDAY

**AVAYA Company Workshop:
AVAYA Speech and Intelligent Communicaitons
Workshop**

(Garden Room, Atrium Level)

10:00 AM – 12:00 PM

Attend this workshop to learn about the latest software platforms, tools, and services that maximize customer service responsiveness and operations agility. This workshop will discuss migration considerations when moving from traditional IVR to next generation, IP-based Voice Portals as well as the role and impact of Web Services on applications development with new Eclipse-based tools like Dialog Designer.

CISCO SYSTEMS

WEDNESDAY



**Cisco Company Workshop
Cisco Customer Contact Solutions for Self-Service**

(Hospitality Room, Atrium Level)

9:00 AM – 11:00 AM

Come to the Cisco workshop to learn how Cisco's industry leading speech self-service applications are helping to create sustainable competitive advantages for businesses of all sizes. You'll learn from best practice examples and have an opportunity to talk with Cisco experts who can answer your questions live and in real-time. Don't miss out on this unique opportunity! Open to all attendees.

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Monday Afternoon Sessions • 1:30 PM - 5:00 PM

Retail Industry (Seacliff B)

The needs of retail companies range widely, from technical support for consumer electronics products to store locators to product ordering. Speech technology is increasingly supporting this segment. An expert moderator will lead an in-depth discussions highlighting the triumphs and pitfalls in deploying speech solutions and what companies in this industry would like to see from vendors.

MODERATOR: Stephanie Owens, Associate Editor, *Speech Technology Magazine* **PANEL:** Dave Holsinger Senior Product Manager, Apptera; Hank Schuyler CEO, Speech2Data; Amit Desai, CTO, Voxify; Joe Carey, President, Versay Solutions; John Kirst, Vice President of Business Development

Travel and Hospitality Industry (Seacliff D)

Speech can help the travel and hospitality industry serve its customers better while controlling costs, a necessity in this increasingly competitive industry. Experts and companies in the industry discuss how more mundane contact-center calls can be automated without harming customer satisfaction, allowing agents to handle more difficult cases. This session also addresses the potential for handling more complex transactions. **MODERATOR:** Marketta Silvera, CEO, Apptera **PANEL:** Adeb Shanaa, CEO, Voxify; Steve Chirokas, Senior Director, Products & Channel, Convergys; Tom Houwing, Director, voiceandvision

Manufacturing and Logistics Industries (Marina Room)

An in-depth, interactive discussion of needs, solutions and experiences of companies in the manufacturing and logistics sector. Speech applications in manufacturing arise from call centers supporting business customers that, for example, want to know the status of orders or the availability of specific items. They can also arise from internal applications, such as picking products in warehouses. This interactive session examines what speech can do for manufacturing and distribution companies. **MODERATOR:** Mark Anikst, Senior Speech Engineer, Cadre Technologies **PANEL:** Jim Logan, New Ventures, Vocollect; Mark Wheeler, Warehouse Distribution Solutions, Symbol; Howard Green, President, VLH Controls; Mark Anikst, Senior Speech Engineer, Cadre Technologies

Consumer Electronics Industry (Seacliff C)

An in-depth, interactive discussion of needs, solutions and experiences of companies in the consumer electronics and home entertainment sector. An expert moderator will lead discussions highlighting the triumphs and pitfalls in deploying speech solutions and what companies in consumer electronics would like to see from vendors. **MODERATOR:** John Oberteuffer, Chairman Advisory Committee, Fonix Corporation **PANEL:** Todd Mozer, President, Sensory; Mobeen Khan, COO, Metaphor Solutions; Tim Hong, Vice President Mobile Wireless and Games, Fonix Corporation; Craig Peddie, Vice President and GM of Embedded Speech Solutions, Nuance; Cameron Etezadi, Development Lead, Microsoft



Monday Afternoon Sessions • 1:30 PM - 5:00 PM

Health Care Industry (Seacliff B)

Health care faces the classic conflict of keeping costs under control while maintaining quality of service, but with the heightened tension of quality of service often meaning quality of life for patients. Speech technology can make the creation of the Electronic Medical Record go faster and cost less, as well as help automate aspects of health care administration and communication. This interactive session discusses a wide range of ways speech technology contributes to patient care and reduces costs. **MODERATOR:** Stephanie Owens, Associate Editor, *Speech Technology Magazine* **PANEL:** Suresh Gursahaney, President & CTO, MicroAutomation, Inc.; Klaus Stanglmayr, Senior Product Marketing Manager, Philips Speech Recognition Systems; Jason Groshart, Product Engineering Manager, Gold Systems; Stan Nowak, President, Silverlink Communications; Michael Moore, Business Design Analyst, West Corporation; Gail Toti, Director of Sales, Professional Services, Envoy Americas

WORKSHOPS

Monday, January 30, 2006 • Hyatt Regency Hotel, 5 Embarcadero Center, San Francisco, CA

Monday Afternoon Sessions • 1:30 PM - 5:00 PM (Continued)



Telecommunications Industry (Seacliff D)

1:30 PM - 5:00 PM

This is THE place to be to learn how voice can contribute to effective services for telcos and mobile service providers. Using speech and integrating it with other modes can deliver unique services with a superior user experience that will drive usage and ROI. Join us to find out who's already doing it, how they are doing it and what's possible in the future.

MODERATOR & SESSION ORGANIZER: Dan Miller, Senior Voice Business Analyst, Opus Research

The State of Speech Deployments in Telecommunications1:30-1:45

Updated findings from Opus Research's Service Provider Speech Solutions Census. Commentary on the Importance of Customer Satisfaction for Customer Care Applications. Conclusions on the importance of good design to accomplish business objectives across multiple 'touch points'. **SPEAKERS:** Dan Miller, Senior Analyst, Opus Research, Inc.; Avery Glasser, Analyst, Opus Research, Inc.

Design Workshop: The Holistic View1:45-2:30

Success with over-the-phone services depends on designing them first—and then applying the technologies you need to create those services. It starts with good customer care, and expands across multiple modes of communications and touch points. Voice Partners will provide an overview of the design objectives and techniques for telecom applications and talk about how speech 'fits' in the overall service offering. **SPEAKERS:** Melissa Dougherty, Co-Founder, VoicePartners; Wally Brill, Co-Founder, VoicePartners

Customer Care Panel2:30-3:15

It all starts with great customer care—and that's not easy. In this session, you'll hear seasoned veterans talk about their experiences designing and maintaining great speech-enabled services. **MODERATORS:** Melissa Dougherty, Co-Founder, VoicePartners & Wally Brill, Co-Founder, VoicePartners **SPEAKERS PROVIDED BY:** Orange UK; Cingular One/Alltel

The Enhanced Directory Assistance Angle3:30-4:15

Merging speech, search and directories, addressing the underlying questions, "How does DA figure into creating a positive web of enhanced services?" and "Where is the value for both businesses AND their customers?" **SPEAKERS:** Tom Latinovich, Co-Founder, Jingle Networks; Chris Landes, INFONXX; Laura Marino, Tellme

Future Directions – Over-the-Phone Services of the Future, and the Role of Speech Technology.4:15-5:00

In this panel, we'll explore the role of voice in service offerings that can actually drive usage and revenue for phone companies. What happens as customer service and value added services meet? When the handset becomes capable of more (e.g., recognition, Flash, etc.) What happens as bandwidth grows? With VOIP? **SPEAKERS:** Guillaume Leroux, Voice Services Expert, France Telecom; Melissa Dougherty, Co-Founder, VoicePartners; Wally Brill, Co-Founder, VoicePartners

Financial Services Industry (Seacliff C)

An in-depth, interactive discussion of needs, solutions and experiences of companies in the financial and insurance sector. This workshop will provide interactive discussion into specific speech applications that support financial companies, including banks, insurance companies, brokerage companies and others. As financial services companies become increasingly integrated, offering a wider range of services, call centers in particular can be overwhelmed without the help of speech technology automation. **MODERATOR:** Ron Owens, Vice President of Professional Services, Interveo/Edify **PANEL:** Rosanna Duce, VP, Loquendo; Vytas Kisielius, President, Adepra; Greg Pal, Financial Analyst, Tellme Networks; Holger Stoltze, Director, Professional Services, VoiceObjects

TUESDAY'S CONF

Tuesday, January 31, 2006 • Hyatt Regency Hotel, 5 Embarcadero Center, San Francisco, CA

10:00 AM - 11:00 AM

TVUI
STRATEGY

Panel: The Role of Contact Centers in Marketing - More Than Just Problem-solving (Bayview Room A)

Initial deployments of speech technology in contact centers focused on lowering costs, often by replicating tasks that were previously done by agents. But speech technology, by enabling relatively complex interaction without an agent, can be used to generate business by making the most of every call from a customer. The customer contact can be used to build a brand, deepen a relationship, or to up-sell or cross-sell in ways that the customer views as a service. This session explores the issues and opportunities involved in viewing the telephone as another marketing channel.

MODERATOR: Bill Meisel, President, TMA Associates **PANEL:** Marie Jackson, VP of Marketing, Intervice/Edify; Joellyn Sargent, VP Marketing, Notifications Management, Premiere Global Services; Bob Furniss, President, Touchpoint Associates; Randy Haldeman, VP Marketing, Apptera; Marie Mateer, VP Commercial Speech Solutions, BBN Technologies

TVUI
DESIGN & DELIVERY

Panel: Service-oriented Architecture: Integrating Web Services and Telephone Applications (Bayview Room B)

Some telephone speech applications stand alone, but, increasingly, they are being more tightly integrated with other resources. These include the resources supporting Web sites, IP telephony systems, and software supporting agents, supported by a growing interest in using the same service-oriented architecture for Web, enterprise, and telephone applications. This session addresses such integration, its advantages, and how it is done.

MODERATOR: Nancy Jamison, Principal Analyst, Jamison Consulting **PANEL:** Sean O'Connell, Marketing Mgr/IP Comm., Product & Technology Marketing Org., Cisco Systems; Lawrence Byrd, Director, IP Telephony & Mobility, Avaya, Inc.; Chit Chung, Sr. Research Scientist, Telcordia; Todd Espy, Technical Architect, Adea Solutions; Tiemo Winterkamp, VP of Strategy & Market Research, VoiceObjects

AVIOS
TECHNOLOGY SYMPOSIUM

Core Speech Technology: Are We There Yet? (Seacliff D)

An improvement in core speech recognition technology is difficult to demonstrate without controversy, since accuracy is strongly dependent on application, particular speakers, background noise, and other variables. Nevertheless, improved accuracy clearly pays off in making applications easy to design and use. Beyond accuracy, speech recognition technology can be improved by better handling of complex or "natural" dialogs. Similar considerations apply to improvements in other speech technologies. Are we reaching the limits of what can be done, or is more possible? What research directions will prove most productive? These talks give attendees a sampling of what we may see in the future.

MODERATOR: Alex Rudnický, Principal Systems Scientist, Carnegie Mellon University **SPEAKER:** Vlad Sejnoha, Chief Scientist, Nuance; Yoon Kim, CEO, Novauris Technologies; Randy Ford, CTO, Sonum Technologies Inc.

CONVERGENCE

Panel: Speech for the Consumer: Home and Away (Seacliff C)

Consumer electronics present a range of challenges to speech technology. Limitations in cost, computing power, and memory limit the complexity of a speech interface; but in some high-end products like wireless phones and PDAs, the platform is becoming less constraining and speech interfaces more flexible. Speech solutions inside the home and automobile are also gaining in importance as the Web, telephony, and entertainment converge. The long-predicted digital convergence may finally be near, adding innumerable features to every device. Speech interfaces may be the only practical alternative to giving consumers access to these proliferating choices.

MODERATOR: Peter Mahoney, Vice President Worldwide Marketing, Speech Division, Nuance **PANEL:** Scott Maddux, VP Product Marketing, AgileTV; John Oberteuffer, Chairman Advisory Committee, Fonix Corporation; Jordan Cohen, CTO, Voice Signal; Dean Weber, President & CEO, OneVoice Technologies

PRODUCTIVITY

Exclusive Briefing by Datamonitor (Seacliff B)

Two powerful industry analysts from Datamonitor explore two of the hottest topics in speech technologies in this tutorial. Daniel Hong explores why the next five years will exhibit strong demand for hosted and managed speech services in North America. Hong will discuss why providers and businesses find themselves asking several questions such as: "Where is the hosted DTMF market heading? At what rate is the hosted speech market growing? What are the advantages of open-architecture in the hosted IVR market? Is there a growing demand for premise-based managed speech services? Who are the major players in the hosted IVR market?" This presentation will answer these questions and analyze the segments that comprise the North American hosted IVR market.

Peter Ryan presents exclusive Datamonitor research that explores why the U.S.-based outsourced contact center agents will decline, due in part to the growth of speech self service. This presentation aims to explore this development by illustrating: How speech vendors can capitalize on the decline of outsourcing in-growing vertical markets; How to identify the right applications to target; how to win business using voice solutions from companies looking to offshore agents. This presentation will use Datamonitor's latest market statistics, ensuring that it is as relevant and topical as possible for delegates.

SPEAKERS: Peter Ryan, Analyst CRM, Datamonitor Canada; Daniel Hong, Senior Voice Business Analyst, Datamonitor

ERENCE SESSIONS

Tuesday, January 31, 2006 • Hyatt Regency Hotel, 5 Embarcadero Center, San Francisco, CA

11:15 AM - 12:30 PM

Outsourced and Managed Services: Evaluating the Alternatives (Bayview Room A)

Telephone speech applications can be hosted at several levels. A company can outsource only the speech technology engines and telephone system connectivity while retaining the application on an internal Web server. At the other extreme, all of the application development and management can be outsourced as well. In either case, outsourcing is usually on a pay-for-use basis, reducing capital expenditures and the time to deploy an application. Outsourcing can also be an effective option in transitioning from an existing system to a new speech system. This session illustrates some of the options and benefits in hosted and managed services.

MODERATOR: Bill Meisel, President, TMA Associates **SPEAKERS:** Prashanta Pradhan, Senior Speech Systems Engineer, West Corporation; Tom Smith, Senior Manager, MCI; Steve Pollock, Co-Founder & EVP, TuVox; Assaf Baciv, Senior Product Manager, BeVocal

TVUI
STRATEGY

Telephone Speech Standards: Planning for Today and Tomorrow (Bayview Room B)

Standards and proposed standards have revolutionized the deployment of speech applications. The usual advantage of standards—portability and availability of developers and packaged applications—are only part of the story. The logical and physical separation of the application from the underlying voice infrastructure has made overall systems more reliable and easier to manage. In addition, it is easier to use Web-based standards with existing Web services to personalize applications. This session outlines what managers need to understand about today's voice standards and their evolution.

MODERATOR: Bruce Pollock, VP Professional Services, West Corporation **SPEAKERS:** Kyle Danielson, Lead Software Engineer, LumenVox; Chris Passaretti, Software Development Manager, Nortel; Jeff Haynie, CTO, Vocalocity

TVUI
DESIGN & DELIVERY

Dialog Development: Techniques, Tools, and Best Practices (Seacliff D)

General principles can be useful in voice user interface design, but often the most revealing lessons come from experience with deploying applications. Often, small details can make big differences in system performance and acceptance. The wording of a prompt, the right voice, providing an example, an appropriate pause, broadening the grammar to accept a common but unexpected response—these types of changes can make a big difference in the acceptance and effectiveness of an application. This session gets into the details of effective VUI design and tuning of the VUI—methods, tools, and technology for creating the most effective automated dialogs.

MODERATOR: Ed Margulies, COO, Telephony@Work **SPEAKERS:** Steven Lewis, User Experience Design Lead, AT&T Labs; Sondra Ahlén, Principal VUI Consultant & Owner, SAVIC; Mithun Balakrishna, PH.D Student, The University of Texas at Dallas; Bob Cooper, Chief Architect Voice Portal, Avaya

AVIOS
TECHNOLOGY SYMPOSIUM

Next-Generation Platforms for Delivery of Voice and Multimodal Services (Seacliff C)

As voice and data networks converge, "next-generation" platforms use more computer technology and less telephone technology to deliver interactive applications. Next-generation platforms emphasize standards such as VoiceXML, X+V, and SALT to separate the application from the underlying speech technologies, telephone interfaces, and backend services. Next-gen platforms also often emphasize integration with modern software environments such as application servers, allowing use of Web services and dynamic generation of voice code. They support an evolution to IP telephony. This session covers alternatives for delivering pure voice services in this changing environment, and also covers some aspects of multimodal interfaces.

MODERATOR: Mark Randolph, Fellow of the Technical Staff and Director of Technology Planning, Motorola **SPEAKERS:** Mark Rayburn, President & CEO, DemandVoice; Rob Marchand, Senior Director, VoiceGenie Technologies; RJ Auburn, Chief Technology Officer, Voxeo; Glenn Shires, Principal Engineer, Intel; Don Steul, VP of Products, Apptera,

CONVERGENCE

Health Care and Medicine: Creating the Electronic Medical Record (Seacliff B)

Bowing slowly, but surely, to cost and quality-of-care pressures, health care is increasingly adopting computer technology and moving away from reams of paper in files. For the Electronic Medical Record to be effective, it must be current and accurate. At the same time, busy health care professionals face increasing demands on their time and the detail of their reporting. Speech recognition reduces the cost and delay of medical transcription, and can potentially aid the health care professional by prompting for missing information critical to quality of care and to accurate billing. This session describes some of the commercial solutions available.

MODERATOR: Susan Hura, Principal, SpeechUsability **SPEAKERS:** Klaus Stanglmayr, Senior Product Marketing Manager, Philips Speech Recognition Systems; Merrit Maxim, Product Manager - Dictation Solutions, Nuance; Todd Kuoni, Director eDoc Product Development, IntrinsicQ; Donald Fallati, Senior VP of Marketing and Strategic Planning, Dictaphone

PRODUCTIVITY

TUESDAY'S CONF

Tuesday, January 31, 2006 • Hyatt Regency Hotel, 5 Embarcadero Center, San Francisco, CA

2:00 PM - 3:15 PM

TVUI
STRATEGY

Panel: State of the Industry - Where Telephone Applications Are Today and What We Can Expect (Bayview Room A)

The voice user interface (speech recognition, text-to-speech, and speaker authentication) has made the automation of telephone applications a caller-friendly option. At the same time, other trends in telephony have made calls and delivery platforms less expensive and more flexible. Companies that have formerly focused on Web applications are showing signs of moving into telephony using voice directory search as a lead application. Experts on this panel discuss what these trends and others mean to call centers, enterprises, Internet-based services, and telephone service providers.

MODERATOR: Bill Meisel, President, TMA Associates **PANEL:** Tim Moynihan, Director of Product Marketing, Intel; Albert Kooiman, Senior Business Development Mgr, Microsoft; Scott Taylor, Senior Director, Applications Engineering, Nuance; Igor Jablov, Program Director, IBM; Steve McDerry, Director of Product Marketing, Cisco Systems

TVUI
DESIGN & DELIVERY

Natural Language: Call Routing and Other Applications (Bayview Room B)

Speech recognition has the potential to make interactions between the caller and the system natural and intuitive, a pleasant experience for the user while completing transactions reliably and quickly. Modeling dialog after pre-existing touchtone deployments leads to the same "main-menu mentality" as the touchtone application. Applications are going beyond highly structured menu-driven formats to more flexible dialogs, but natural language technology has limitations. It can be used effectively when it is understood and when appropriate tools are available. This session discusses what can be done and how to do it.

MODERATOR: Deborah Dahl, Principal, Conversational Technologies **SPEAKERS:** Sunil Issar, Director, Convergys; Roberto Pieraccini, CTO, Tell-Eureka Corporation; William Becchina, Business Development Manager, Nortel; John Joseph, Vice President of Corporate Marketing, Envoy Worldwide

AVIOS
TECHNOLOGY SYMPOSIUM

Speech Standards: Current Options and Their Evolution (Seacliff D)

VoiceXML, SALT, and X+V are examples of speech-specific standards/specifications that have been deployed in fielded telephone applications. The speech standards are supported by other standards, such as the call control standard CCXML, the Media Resource Control Protocol (MRCP) interface to speech engines and others. The advantages of standards are well established, but in their early implementations, they often don't support all the features that a developer may want. Today's speech standards are evolving rapidly. Talks in this session discuss the role, interaction and future of these standards.

MODERATOR: Bill Scholz, Architect Director, Unisys **SPEAKERS:** Judith Markowitz, President, J. Markowitz Consultants; Michael Pust, Speech Recognition Developer, LumenVox; James Larson, Manager, Advanced Human Input/Output, Intel

CONVERGENCE

Automotive Telematics: Vehicle- and Network-based Applications (Seacliff C)

Electronic systems and wireless connectivity in vehicles — telematics — demand a means of control that doesn't interfere with driving. Speech interfaces are a necessity for hands-free use. Speech technology in vehicles can be supported with embedded speech in the vehicle or in a portable device, such as a wireless phone, that can be connected to the vehicle (e.g., by Bluetooth wireless technology). For vehicles with wireless connections to a network, the speech recognition can be network-based. This session discusses the options in using speech in telematics applications, along with examples of specific applications.

MODERATOR: Thomas Schalk, Vice President, ATX Technologies **SPEAKERS:** Thomas Schalk, Vice President, ATX Technologies; Salahuddin Khan, NAVTEQ Corporation, Senior VP Technology & Development/CTO; Dimitri Kanevsky, Research Staff Member, IBM and Roberto Sicconi, Manager - Conversational Multimodal Solutions, IBM; Tom Houy, VP Marketing Communications Americas, CSR

PRODUCTIVITY

Where Do Multimodal Interfaces Have the Most Utility? (Seacliff B)

Two trends seem inexorable: (1) portable devices are becoming multi-functional; and (2) network-based applications accessed by wireless devices are becoming more complex. Both factors require an improved user interface. Speech is a natural interface, particularly when the device is also used as a phone. At the same time, other modes of interaction such as keypads and screens can make the interaction more flexible. This panel session discusses and debates when multimodality is appropriate, issues of platform variations and how to make multimodal interfaces effective.

MODERATOR: Elaine Cascio, Vice President, Vanguard Communications **SPEAKERS:** Mark Randolph, Fellow of the Technical Staff and Director of Technology Planning, Motorola; Dave Raggett, Dr, W3C/Canon; Elaine Cascio, Vice President, Vanguard Communications

ERENCE SESSIONS

Tuesday, January 31, 2006 • Hyatt Regency Hotel, 5 Embarcadero Center, San Francisco, CA

3:30 PM - 5:00 PM

Meeting the Potential of the Voice User Interface - Design Objectives and Techniques for Contact-Center Dialogs (Bayveiw Room A)

Designers and managers are still learning about how callers will react to a speech system. We are beginning to understand the best way to design Voice User Interfaces to help callers achieve their objective quickly and to achieve company objectives while doing so. There are still many answers we don't have and upon which experts disagree. Some of these disagreements rise to management and business issues, such as how much to try to use the speech system to enhance the company's brand or whether to potentially stress the speech technology by making the interaction more "natural." Our panel will debate these and similar issues.

MODERATOR: Mike Cohen, Google **PANEL:** Silke Witt-Ehsani PhD, Director, VUI Design & Speech Science, TuVox; Lizanne Kaiser, Sr. Principal Consultant, Genesys Telecommunications Laboratories, Inc.; Tony Sheeder, Nuance; Mark Levinson, President, VoxMedia Consulting Inc.

TVUI
STRATEGY

Application Delivery: Platform Issues and Alternatives (Bayview Room B)

As speech standards mature and as telephony merges with Internet standards, the basic functionality of application delivery platforms tends to be similar. But there is functionality not yet covered by standards, and it is possible that some applications are still better served by proprietary solutions. Even within the range of approved standards or widely supported specifications, there is variation in performance, particularly when high loads and reliability are key requirements. Another important factor in platform choice is the availability of development and lifecycle-management tools. This panel debates the key features that buyers must consider and discusses the similarities and differences in platforms.

MODERATOR: Matt Yuschik, Human Factors Specialist, Convergys **SPEAKERS:** Anand Ramakrishna, Architect, Microsoft; Brian Bischoff, VP, Voice Platform, Genesys Telecommunications Laboratories; Jeff Marcus, Technical Lead, Nuance; Steven Pollock, Executive Vice President and Co-Founder, TuVox; Ken Waln, Vice President of Development and Chief Architect

TVUI
DESIGN & DELIVERY

User Interface Design: Philosophy and Practice (Seacliff D)

The design of speech interfaces can sometimes reflect both a point of view of the designer as well as empirically-based conclusions on best practices. We are at an early stage in understanding the way that people want to speak with machines. It is thus not surprising that significant differences exist among experts. For example, some emphasize the importance of branding and the personality of the speech interface, while others argue that, when overdone, this practice can raise false expectations. This session dives deep into some of the science-versus-art and philosophy issues in dialog design.

MODERATOR: Susan Hura, Principal, Speech Usability **PANEL:** Mark Stallings, VUI Designer, IBM; Ann Cannon, Senior VP, Sales & Product Management, Prairie Systems, Inc.; Erin Smith, Senior Speech Analyst, Syntellect, Inc.; Juan Gilbert, Associate Professor, Auburn University; Darla Tucker, Manager, Professional Services, Intervoice

AVIOS
TECHNOLOGY SYMPOSIUM

Multimodal Solutions: Mixing Speech and Other I/O Options (Seacliff C)

Speech input and output is easing the use of small devices such as telephones, toys and TV remote controls, adding a new interface option to PC and game interfaces, allowing eyes- and hands-free interaction with automotive systems and allowing report creation in vertical markets such as health care. In many of these cases, speech is supplemented by other options such as screens, keyboards or cursors, leading to a multimodal interface. The talks in this session provide an overview of the range of multimodal applications.

MODERATOR: Alex Rudnick, Principal Systems Scientist Carnegie Mellon University **SPEAKERS:** Luisa Cordano, Product Mgr Embedded Technologies, Loquenda; Tom Neary, Director of Portfolio Brand Management, Nortel; James Barnett, Chief Architect, Aspect Communications; Dave Burke, CTO, Voxpilot

CONVERGENCE

Testing & Monitoring Speech Applications: Making the Most of an Installation (Seacliff B)

Systems and services that test telephone speech applications for failures of design and for problems created by large loads seldom find an initial deployment without some problems. Problems can develop that cause systems to begin malfunctioning, sometimes because of supposedly simple changes and sometimes because of subtle changes in the operating environment. This session describes software, hardware and services that test and monitor speech applications.

MODERATOR: Christian Dugast, VP Business Development, VoiceObjects **SPEAKERS:** Rick Rappe, VP of Business Development, Vocal Laboratories Inc.; Rob Edmondson, Senior Field Engineer, Empirix; Mark Eichten, Systems Manager, West Corporation; Michael Chavez, VP of Client Services, ClickFox

PRODUCTIVITY

WEDNESDAY'S CON

Wednesday, February 1, 2006 • Hyatt Regency Hotel, 5 Embarcadero Center, San Francisco, CA

10:00 AM - 11:00 AM

TVUI
STRATEGY

Panel: Voice Search - Re-visiting the Voice Portal (Bayview Room A)

The concept of using the telephone much like a Web portal or Web search is used—made possible by speech recognition and text-to-speech technology—has been around for a long time. The potential for "voice portals" was over-stated and perhaps over-ambitious in early attempts, but there was always real value in the idea. That promise will be examined as major Web firms add voice to their portfolio and telecommunications companies respond, with directory assistance expected to be one battleground. This session examines what to expect in such voice search applications, and how they might evolve.

MODERATOR: Bill Meisel, President, TMA Associates **PANEL:** Steve Tran, Co-Founder and Vice President of Marketing, BeVocal; David Yoo, GM of Directory Products, Tellme; Tom Latinovich, Founder and Senior Vice President, Jingle Networks

TVUI
DESIGN & DELIVERY

Panel: Speech Analytics - Business Intelligence from Customer Calls (Bayview Room B)

Calls to customer service contain a goldmine of information, both on the performance of the contact center and on the types of problems customers and agents are encountering. With business intelligence and customer satisfaction a growing concern of management, mining the database of recorded or real-time calls becomes increasingly important. This session describes the tools available for analyzing this voice database to find particular types of calls of interest or to create reports summarizing aspects of the calls.

MODERATOR: Ken Landoline, VP & Principal Analyst, Saddletree Research, Inc. **PANEL:** Ilan Kor, Product Manager, NICE Systems; Shay Granov, Business Development Manager in N.A., NSC; Cliff LaCoursiere, Founder/SVP of Sales & Marketing, CallMiner; Roy Twersky, Chairman, Utopy; Kevin Hegebarth, Director, Strategic Analysis, Witness Systems

AVIOS
TECHNOLOGY SYMPOSIUM

Developments in Text-to-speech: Naturalness, Efficiency, and Flexibility (Seacliff D)

Text-to-speech synthesis is getting better, allowing more flexible, dynamic dialogs and the reading of arbitrary text from databases or other text sources such as email. In addition to handling general speech more accurately, tools for customizing vocabularies and voices—and even adding emotion—add another dimension. This session describes developments in TTS for server-based and embedded environments.

MODERATOR: Caroline Henton, Founder & CTO, Talknowledgy **SPEAKERS:** Paolo Baggia, Director of International Standards, Loquendo; Ellen Eide, Research Staff Member, IBM; Caroline Henton, Founder & CTO, Talknowledgy

CONVERGENCE

Embedded Speech Technology: Performance and the Footprint (Seacliff C)

As portable devices become more capable, better speech recognition and text-to-speech synthesis can fit within the limited internal processor and memory. Improved capacity makes better applications possible and increases the acceptance and proliferation of speech solutions on small devices and specialized environments. While speaker-dependent applications have an important role, smaller devices now have the capacity to support speaker-independent recognition and avoid an enrollment process that many consumers resist. This synergy opens opportunities to make speech interfaces an important part of mobile devices. This session discusses what is available today for smaller devices, development options, and what applications are being deployed.

MODERATOR: Kim Silverman, Apple **SPEAKERS:** Oleg Maleev Ph.D., VP R&D, Speereo Software UK; Jeff Foley, Solutions Marketing Manager, Network Speech, Nuance; Jordan Cohen, CTO, VoiceSignal

PRODUCTIVITY

Speech and Enterprise Productivity (Seacliff B)

Telephone speech recognition can provide productivity benefits within an organization for a "mobile workforce" with field workers and sales teams as clear candidates, but every worker is mobile sometimes, either away from a desk or out of the office. Companies can benefit by using speech to provide easier access to staff by outside callers using speech recognition or by automating internal operations such as password reset. In some organizations (hospitals for example), contacting other staff members can be both urgent and difficult. This session provides examples of such applications and discusses their effectiveness.

MODERATOR: Stephanie Owens, Associate Editor, *Speech Technology Magazine* **SPEAKERS:** Jason Gardner, Speech Solution Specialist, Microsoft; T. Todd Elvins, Director of Product Management, Oracle; Douglas Brown, VP Product Management, Datria Systems

CONFERENCE SESSIONS

Wednesday, February 1, 2006 • Hyatt Regency Hotel, 5 Embarcadero Center, San Francisco, CA

11:15 AM - 12:30 PM

Case Studies: The Impact of Speech Applications (Bayview Room A)

The best teacher is experience, and this session brings lessons from the field. The session reveals company experiences in developing and deploying telephone speech applications and discusses the results of those deployments. Companies indicate how they developed project objectives, made tradeoffs in platform and application requirements, and managed the deployment and tuning process. They discuss surprises, both good ones and unpleasant ones. Some talks discuss platform and vendor decisions and how they were made. Telephone speech recognition applications are going beyond the "low-hanging fruit," and this session describes planning the whole orchard.

MODERATOR: Ron Owens, Vice President of Professional Services, Intervice/Edify **SPEAKERS:** Will Gardella, Manager of Dialog Design & Development, SAP; Dottie Verkade, Head of Service Innovations, Aetna; Gregory Johnson, Program Manager - Internal Speech/IVR Solutions, TELUS; Eduardo Olvera, Senior Speech Analyst, Syntellect, Inc.

TVUI
STRATEGY

Developing Effective Dialogs: Issues and Solutions (Seacliff B)

The many successful deployments of speech technology in call centers have erased doubts about the viability of the technology, but good technology can be deployed badly. Dialog design must balance many factors, such as efficiency without being so brief as to confuse the caller. Do callers want "friendly" interactions, or to just be able to accomplish their goal quickly? How does the developer make sure that all reasonable responses by the caller are handled properly? This session talks about excellence in delivering a good experience to a caller and in meeting a company's goals while doing so.

MODERATOR: Mike Cohen, Google **SPEAKERS:** Ellen Mangan, Principal Usability Specialist, Fidelity Investments; Jenni McKenzie, VUI Designer, Intervice/Edify; Jason Groshart, Product Engineering Manager, Gold Systems; Mary Constance Parks, Speech User Interface Designer, Nuance

TVUI
DESIGN & DELIVERY

Developing Speech Applications: Tools and Techniques (Seacliff D)

The cost and time involved in developing effective speech applications and tuning them is often cited as a major bottleneck to the rapid adoption of speech technology. This session describes some approaches to reducing this bottleneck and creating better applications more quickly. Solutions include methodology and tools. Tools come in a variety of forms, from drag-and-drop GUI software to tuning aids. Pre-developed modules and configurable applications can encapsulate experience and best practices. Some solutions attempt to create an entire development and delivery environment that supports flexibility and evolution of applications. This session examines the wide variety of options.

MODERATOR: Matt Yuschik, Human Factors Specialist, Convergys **SPEAKERS:** Dhananjay Bansal, Speech Scientist, Convergys; Philip Shinn, Principal Consultant, Genesys Telecommunications Laboratories, Inc.; Sumit Badal, Sr. Software Engineer, Nortel; Callan Schebella, Director, Business Development, Inference Communications

AVIOS
TECHNOLOGY SYMPOSIUM

Panel: Searching Audio and Video Content on the Web (Seacliff C)

An increasing number of companies are offering browser-based searches for specific audio and video content on the Web. While many such searches are limited to using text metadata describing the audio or video clip, some use speech recognition as they catalog the content to allow searching within the audio. Such searches have the advantage that they can also allow jumping to a portion of the audio or video with that specific content. This session discusses what is available in this area and demonstrates how well it works.

MODERATOR: Bill Meisel, President, TMA Associates **SPEAKERS:** Suranga Chandratillake, CEO, Blinkx; Dominic Masaro, GeorgiaTech; Karen Howe, Vice President and General Manager of AOL/SingingFish

CONVERGENCE

Speech on PCs: Document Creation, Voice Control and Accessibility (Seacliff B)

Dictation on PCs has largely been adopted where dictation is already familiar, such as health care and law, but the wider use of microphones with PCs for making IP telephony calls may make speech recognition more popular. On tablet PCs, the difficulty of text entry is also encouraging the use of speech recognition. Making a PC or mobile device more accessible to persons with disabilities is another useful goal, and improving accessibility can also improve productivity for all users—a "win-win" situation. This session addresses the wide range of applications for speech on PCs and Tablet computers.

MODERATOR: Kim Silverman, Apple **SPEAKERS:** Robert Weideman, Senior Vice President, Marketing & Product Strategy, Nuance; Kirti Vashee, VP of Sales and Marketing, Language Weaver Inc; Chad Theriot, President, The AudioScribe Corporation; Robin Springer, President, Computer Talk

PRODUCTIVITY

WEDNESDAY'S CON

Wednesday, February 1, 2006 • Hyatt Regency Hotel, 5 Embarcadero Center, San Francisco, CA

2:00 PM - 3:15 PM

TVUI
STRATEGY

Directory Assistance and Auto Attendants: What's in a Name? (Bayview Room A)

Distinguishing long lists of individual or company names when spoken is a specialized and difficult application. Many names are similar and the pronunciations usually must be created and updated automatically from a text directory. Two applications of such technology are in voice-activated auto attendants (an enterprise application) and directory assistance (a net-work application), which have similar challenges, but differ significantly in scale. This session discusses how the challenges are being met and the characteristics of successful deployments.

MODERATOR: Bill Meisel, President, TMA Associates **SPEAKERS:** John Tallarico, Sr. Manager, Directory Products, Nuance; Kevin Shaughnessey, Senior Product Mgr, Microsoft; Kari Bittner, Product Manager, VoltDelta

TVUI
DESIGN & DELIVERY

Network-based Multimodality: Synergy on Mobile Devices (Bayview Room B)

Portable devices are getting more powerful and most have wireless connections, allowing speech recognition and synthesis to be performed within the network. Speech applications can thus access rich central databases and services. The devices also have other input/output modality, however, and developers can take advantage of those capabilities to create a more efficient and rich experience. As a simple example, an application can display requested data as text rather than reading it. With the wide variety of devices, on the other hand, using multi-modal interfaces can be challenging. This session discusses effective approaches to letting network-based services take advantage of multimodal options.

MODERATOR: Peter mahoney, Vice President - Worldwide Marketing - Speech Division, Nuance **SPEAKERS:** Deborah Dahl, Principal, Conversational Technologies; Piergiorgio Vittori, Area Manager Americas, Loquendo; Igor Jablov, Program Director, IBM; Valentine Matula, Director Multimedia Research, Avaya

AVIOS
TECHNOLOGY SYMPOSIUM

Application Delivery Platforms: Today's Alternatives and Their Evolution (Seacliff D)

A voice platform can integrate the application (often defined by a speech standard), a speech-standard interpreter, speech engines, telephone network connectivity, call control, back-end systems connectivity and more. Tools for application development, tuning, monitoring, and management are often tied to the platform. This session will help you unscramble the egg and determine what criteria you should emphasize in adopting a speech application delivery and management platform.

MODERATOR: Christian Dugast, VP Business Development, VoiceObjects **SPEAKERS:** Holger Stoltze, Director Professional Services, VoiceObjects; Kipton Heuertz, VP Product Marketing & Alliances, Eicon Networks; Rob Marchand, Senior Director, VoiceGenie Technologies; Colin Schiller, Director of Business Development, Audium

CONVERGENCE

Mobility and Speech: Freeing the User (Seacliff C)

One need no longer be in an office to be connected to our messages, our schedules, our contacts and to other information sources. Our portable devices are becoming an extension of ourselves. In the best case, this frees us; and, in the worse case, this distracts us with too much information at the wrong time. Speech interfaces can help emphasize the benefits rather than the burdens by allowing more selective access to information on demand. This session discusses how we can make the most of mobile access to information.

MODERATOR: Nancy Bergantzel, Diretor - Strategic Technology, West Corporation **SPEAKERS:** Emmett Coin, Speech Scientist, Lucas Systems; Collin Holmes, Director Product Marketing, V-Enable Inc; Scott Wieder, Director of Market Development, Brooktrout/Excel Switching

PRODUCTIVITY

Microphone Technology: Garbage in, Garbage out (Seacliff B)

Speech recognition systems can compensate to some degree for noise and echoes mixed with the speech signal, but a good microphone system can avoid some of the noise being mixed with the signal to begin with. Methods for eliminating noise and other distortions include multiple microphones and signal processing algorithms. A subsidiary benefit can be better-quality speech for listeners as well as for speech systems. Processing is usually done within the microphone system. This session discusses alternatives for providing a cleaner speech signal in varying environments.

MODERATOR: Mark Randolph, Fellow of the Technical Staff and Director of Technology Planning, Motorola **SPEAKERS:** Hans Wang, Vice President of Marketing, Fortemedia; Tom Houy, Vice President Marketing Communications - Americas; Hagai Thomas Attias, Chief Scientist, Golden Metallic, Inc.

CONFERENCE SESSIONS

Wednesday, February 1, 2006 • Hyatt Regency Hotel, 5 Embarcadero Center, San Francisco, CA

3:30 PM - 5:00 PM

Unified Communications: Speech Makes It Easier (Bayview Room A)

Unified communications creates a telephone interface to multiple sources of information, including phone calls, voice messages, and email. It also expedites person-to-person contact. As with any innovation that attempts to integrate diverse services, the explosion of features demands an effective user interface. Such systems are often not fully utilized because users only know a few touchtone commands. To provide the full value of unified communications, vendors are beginning to encourage speech interfaces and make them easier to try. This session discusses the benefits to companies of using speech technology in unified communication.

MODERATOR: Moshe Yudkowsky, President, Disaggregate **SPEAKERS:** Piyush Modi, Senior VP, Engineering, IP Unity; Hardy Myers, President/CEO, Applied Voice & Speech Technologies, Inc.; Bill Scholz, Architect Director, Unisys

TVUI
STRATEGY

Speaker Authentication: Technology and Applications (Bayview Room B)

Speaker verification is being increasingly adopted as a biometric means to reduce fraud and identity theft, providing reassurance to customers and savings to companies. This session details the progress and discusses the biometric standards, multi-factor authentication, experience with deployed systems and benefits companies are experiencing in using this rapidly maturing technology.

MODERATOR: Judith Markowitz, President, J. Markowitz Consultants **SPEAKERS:** Paul Schultz, Principal Engineer, Verizon Business; Ariel Freidenberg, VP Sales & Business Development, Persay Ltd.; Judith Markowitz, President, J. Markowitz Consultants; Chuck Buffum, President, Buffum Consulting

TVUI
DESIGN & DELIVERY

Digging Deeper: Technical Issues in Speech Technology and Application Delivery (Seacliff D)

Speech technology provides an endless source of technology problems, and there is no shortage of innovative solutions to these problems. Speakers in this session get down below the surface and explain the problem and proposed solution with some technical detail, covering specific technical issues and their resolution. Topics range from globalizing solutions to directory assistance to name-and-address capture to how to escalate properly to live agents. The problems described in this session are interesting in themselves, and the solutions are occasionally controversial. If you like technology and clever ideas, don't miss this one!

MODERATOR: Patti Price, President, PPrice Speech and Language Technology **SPEAKERS:** Nava Shaked, Doctor, A.L.M. Liam Ltd; Richard Weerts, Director of Business Development, 411XML@; Jerry Carter, Senior Technical Consultant, Vocalocity; Matt Yuschik, Human Factors Specialist, Convergys; Laura Graham, Technical Manager, Message Technologies, Inc.

AVIOS
TECHNOLOGY SYMPOSIUM

Innovative Speech Applications: Creativity Creating Opportunities (Seacliff C)

Some speech applications aren't easily categorized. This session describes innovative applications that don't fit a mold and presents unusual challenges. Topics include health applications for the underprivileged, accessing voice-driven databases, giving speech-enabled surveys, the age of talking computers (a look into the future), and a speech interface for unmanned aerial vehicle operation. The methods employed are applicable beyond the specific applications, and should suggest generalizations to attendees that love interesting challenges. Creativity and innovation are the common denominator of this session.

MODERATOR: Dennis Swan, Vice President - Applications Development, West Interactive **SPEAKERS:** Satoru Isaka, Founder/CEO, iTriage.org; William Crossman, Founder/Director, CompSpeak 2050 Institute for the Study of Talking Computers and Oral Cultures; David Williamson, Senior Crew Systems Engineer, USAF Voice Driven Databases; R.J. Sharp, President, InquireTec Software Design of a Speech Enabled Survey; Crispin Reedy, Sr. VUI Designer, Intervoice/Edify

CONVERGENCE

Accessibility for Everyone (Seacliff B)

If a vendor makes an application or software more accessible for those with disabilities, they make it more accessible for everyone. For example, a system which converts a professor's lecture to text for deaf or hard-of-hearing students provides lecture notes for everyone, and endless similar examples abound. As our population matures, the need to address failing vision and other problems will increase, and accessible technology makes a wider workforce available to companies. Speech technology can help with these problems. This session discusses approaches to improving accessibility in PC and other environments using speech technology.

MODERATOR: Sara Basson, Program Manager - Accessibility, IBM **SPEAKERS:** Joshua A. Miele, Ph.D., Post Doctoral Fellow, The Smith-Kettlewell Eye Research Institute; Dave Offen, Director of Engineering, Benetech; Janice Carter, Director Literacy Programs, Benetech; Dimitri Karevsky, Research Staff Member, IBM; Sarah Conrad, Executive Director - AGBI, Cape Breton University

PRODUCTIVITY

SpeechTEK University • Monday Morning Sessions • 9:45 AM - 12:30 PM

Best Practices in Tuning Speech Application Performance (Bayview Room A)

Dialog-based systems embed human intelligence rather than embody it. Anticipating what a caller will say and how the system should respond takes human insight driven by examples. It's, therefore, not surprising that the initial deployment of a system overlooks some caller behavior. This session discusses how to discover such shortcomings in a speech dialog system and correct them. **MODERATOR:** Peter Leppik, CEO, Vocal Laboratories **PANEL:** Gerd Graumann, Director of Business Development, LumenVox; Fran McTernan, Development Manager, Nortel; Peter Leppik, CEO, Vocal laboratories; Jeff Marcus, Team Leader, Analysis & Tuning Tools, Nuance; Tom Houwing, Director, voiceandvision

Multimodal Speech Solutions for a Mobile Workforce (Bayview Room B)

Two trends seem inexorable: (1) portable devices are becoming multi-functional; and (2) wireless-network-based applications are becoming more complex. Both factors require an improved user interface, in which speech and other input/output modalities play a part. Experts in multimodal interfaces discuss when multimodality is appropriate and how to make it effective. **SESSION ORGANIZER and MODERATOR:** Deborah Dahl, Principal, Conversational Technologies **PANEL:** Deborah Dahl, Principal, Conversational Technologies; Ewald C. Anderl, CTO and Vice President, Kirusa; Jim Barnett, Chief Architect, Aspect Software; Jordan Cohen, CTO, VoiceSignal; Sunil Kumar, Vice President Technology Solutions, V-Enable; Raj Tumuluri, President and CEO, OpenStream

Evolving Customer Service - Integrating the Contact Center and IT With IP and Web Services (Seacliff A)

Speech applications are increasingly being integrated into enterprise Information Technology environments, including Web services and IP telephony systems, rather than being treated as a telecommunications or call-center "silo" using proprietary technology. This session examines this trend and how to make integration of telephone operations into the software mainstream go smoothly. **MODERATOR:** David Shirely, Product Manager, Avaya Self Service **PANEL:** Serge Forest, President & CEO, Paraxip Technologies; Keith Ward, CTO, Product Support Solutions, Inc.; Chris Klardie, Solutions Architect, NCE, Cisco Systems; Curtis Turkey, TITLE, Oracle.

SpeechTEK University • Monday Afternoon Sessions • 1:30 PM - 5:00 PM

Voice User Interface Design (Bayview Room A)

A voice user interface (VUI) is the totality of the user experience in dealing with a speech system. The rapid growth of deployed speech applications has taught us lessons about how callers respond to voice interaction with an automated system. This tutorial discusses methodology and best practices in creating effective VUIs, led by some of the best-regarded experts in the field, with many revealing examples from real-world experience. **MODERATOR:** Bruce Balentine, EVP & Chief Scientist, EIG Inc **PANEL:** David Attwater, Sr. Scientist, EIG Inc.; Bernard Suhm, Sr. Consultant, EIG Inc.

Managing the Procurement and Deployment of Contact Center Applications (Bayview Room B)

A list of the issues that should be considered in the deployment or upgrading of speech applications in a contact center can be intimidating. Should one focus on specific needs today or plan for a more extensive system tomorrow? This tutorial provides a structure for making such vendor, application and platform decisions. **MODERATOR:** Bill Meisel, President, TMA Associates **PANEL:** Bill Meisel, President, TMA Associates; Krithi Rao, Analyst, Frost & Sullivan; Elka Popova, Analyst, Frost & Sullivan

Building Voice Applications Using Standards (Seacliff A)

A major trend in speech applications is the dynamic generation of VoiceXML or other speech application code using familiar Web Application Server technology based on the Java language and supporting operating systems and Web standards. In effect, voice pages are generated in response to user utterances and based on databases and other Web services. The dynamic generation allows personalization and the automatic adaptation of the application when databases change. This tutorial discusses this model and tools and methods to create such applications. **MODERATOR:** Ken Rehor, Chief Architect, Vocalocity **PANEL:** James Larson, Manager, Advanced Human Input/Output, Intel; Ken Rehor, Chief Architect, Vocalocity; David Thomson, CTO, SpeechPhone

Building Voice Applications in a .NET Environment (Marina Room)

This tutorial discusses the generation of Speech Application Language Tags (SALT) or other speech application code using familiar Web Application Server technology based on the .NET environment, Visual Studio tools, Web standards and Windows. In effect, voice pages are generated in response to user utterances based on databases and other Web services. SALT is supported in particular by the Microsoft Speech Server, with tools available from a number of vendors. **MODERATOR:** Mark Potvin, Manager of Quality Assurance and Technical Support, Pronexus **PANEL:** Mike Castillo, Senior Software Engineer, Gold Systems; Mark Potvin, Manager of Quality Assurance and Technical Support, Pronexus

SpeechTEK University • Tuesday • January 31, 2006

Development Tools and Delivery Platform Demonstration Workshop 1 (Seacliff A)10:00 AM - 11:00 AM

A series of workshops that allow vendors to demonstrate how their tools and platforms make the development and delivery of speech applications easier and more effective. The format allows several vendors in each workshop to demonstrate specific product details. Attendees get a detailed feel for what it would be like to use particular tools and for the differences in vendor offerings. **MODERATOR:** Stephanie Owens, Associate Editor, *Speech Technology Magazine* **PANEL:** Tim Walsh, President, Walsh Media; Steve Liese, Director of Product Marketing, Carrius Technologies, Inc.; Paolo Baggia, Director of International Standards, Loquendo

Development Tools and Delivery Platform Demonstration Workshop 2 (Seacliff A)11:15 AM - 12:30 PM

A series of workshops that allow vendors to demonstrate how their tools and platforms make the development and delivery of speech applications easier and more effective. The format allows several vendors in each workshop to demonstrate specific product details. Attendees get a detailed feel for what it would be like to use particular tools and for the differences in vendor offerings. **MODERATOR:** Stephanie Owens, Associate Editor, *Speech Technology Magazine* **PANEL:** Franz-Josef Eberle, Product Line Manager the Diva Server, Eicon Networks; Scott Weider, Director of Market Development, Brooktrout Technologies

Tools for Building and Deploying Standards-based Applications (Seacliff A)2:00 PM - 5:00 PM

Standards make it easier to develop tools that can support a variety of applications and platforms. Tools can operate at a higher level than standards, easing the development and management of those applications. Most such tools allow reusing tested dialog application modules and include test and monitoring support. Some emphasize lifecycle management, supporting the evolution and tuning of applications in the field. This session discusses the categories of tools available, how they are used and provides examples. **MODERATOR AND SESSION ORGANIZER:** David Jaramillo, Software Engineer, IBM

SpeechTEK University • Wednesday • February 1, 2006

VoiceXML Forum Certifications for Platforms and Developers (Seacliff A)10:00 AM - 11:00 AM

VoiceXML platform certification has helped to stabilize and mature the speech industry by encouraging the cross-vendor interoperability of platforms, tools and applications. The VoiceXML Developer Certification is an important credential that demonstrates an individual's proficiency in developing speech applications using the W3C's Speech Interface Framework languages, including VoiceXML 2.0, Speech Synthesis Markup Language (SSML), Speech Recognition Grammar Specification (SRGS), Semantic Interpretation Language and the XML call control language (CCXML). The tutorial will discuss the process and advantages of platform certification. An overview of topics tested, test-taking strategies and typical questions on the VoiceXML Developer Certification exam will be provided. **MODERATOR:** Jim Larson, Manager, Advanced Human Input/Output, Intel **PANEL:** James Larson, Manager, Advanced Human Input/Output, Intel; Ken Rehor, Chief Architect, Vocalocity

Speech Application Development Workshop (Seacliff A)11:15 AM - 12:30 PM

This workshop explores a range of issues that arise in developing speech applications. Attendees will get a feel for the spectrum of issues and approaches to creating effective solutions. **MODERATOR:** Bill Scholz, Architect Director, Unisys **PANEL:** Ann Thyme-Gobbel, Senior VUI Designer, Nuance; Randal Rand, Software Programmer, LumenVox; Corey Coblenz, Self-Service Practices Manager, SOFTEL Communications Inc.

Text-to-speech Synthesis: Here Today, and More Tomorrow (Seacliff A)2:00 PM - 5:00 PM

This tutorial brings together many experts in TTS from a number of companies. A general introduction to issues in TTS today will be followed by a series of presentations and demonstrations of what is available today and what can be expected in the future. **MODERATOR:** Paolo Baggia, Director of International Standards, Loquendo **PANEL:** Andrew Richards, Business Development, Acapela Group; John Oberteuffer, Chairman Advisory Committee, Fonix Corporation; Alistair Conkie, AT&T; Monica Bisacca, Project Manager, Loquendo; Jeff Foley, Solutions Marketing Manager, Network Speech, Nuance



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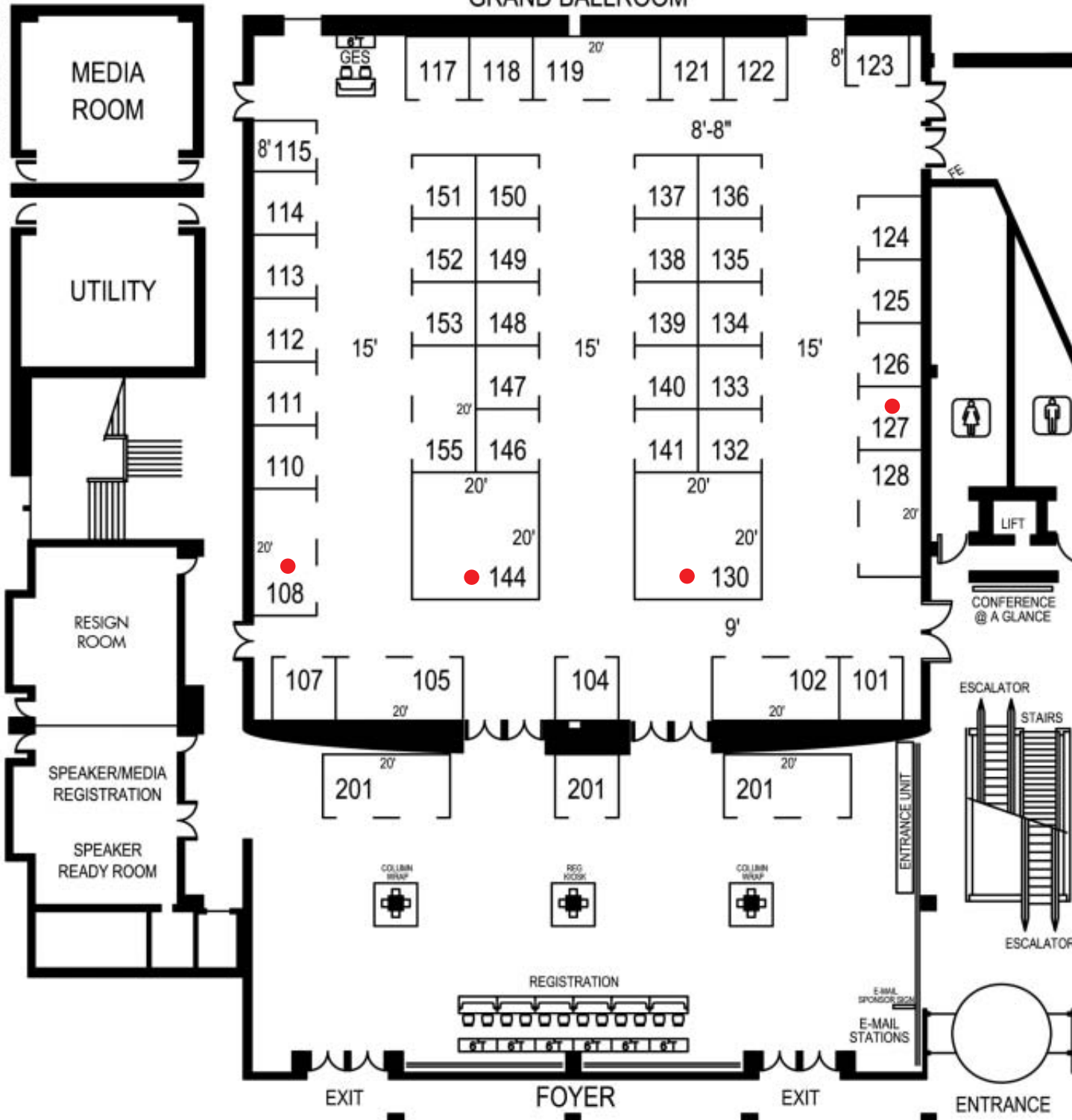
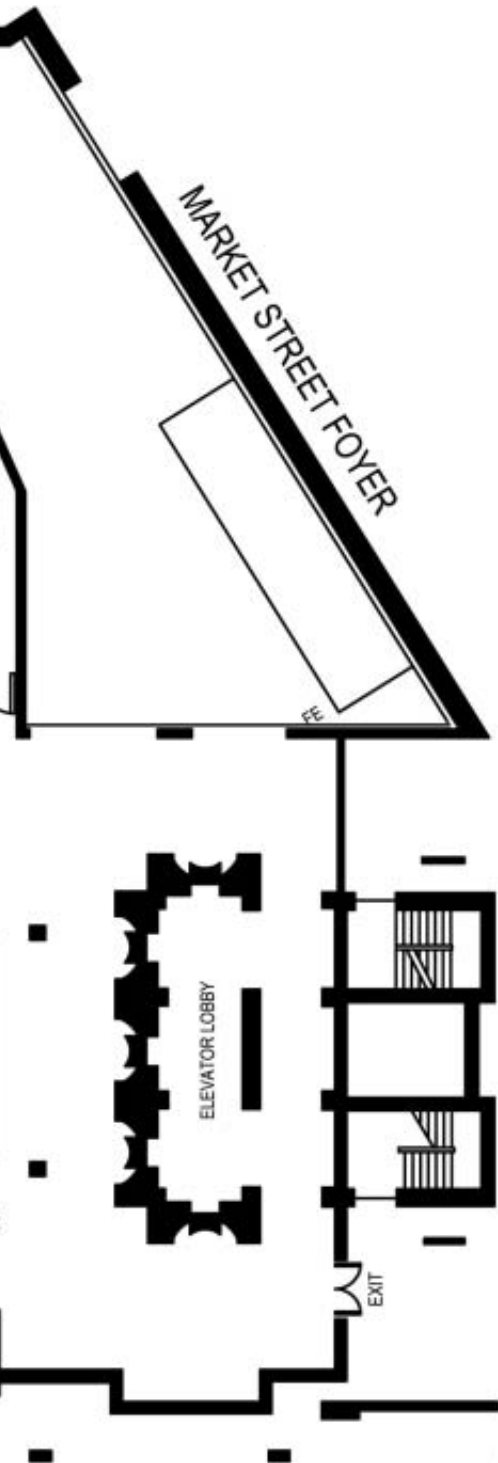


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Booth 126**

**By National Directory Information Services, LLC
61 Moraga Way, Suite 7
Orinda, CA 94563**

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Web: www.411xml.com
Contact: info@411XML.com**

Company Description:

National Directory Information Services is committed to the speech technology industry. The 411XML® product lineup combines the most accurate and comprehensive directory data with the easiest integration tools possible. 411XML® products and services bring new possibilities to speech technology by providing contact data and transcription services for quality speech-enabled automation.

**Acclaim Telecom Services
Booth 149
1300 E. Arapaho Road
Suite 206
Richardson, TX 75081**

**Phone: 866-324-6416
Fax: 972-331-1701
Web: www.acclaimtelecom.com
Contact: sales@acclaimtelecom.com**

Company Description:

Since 1993, Acclaim Telecom has integrated Web and speech applications for financial serv-

ices, health care, logistics and retail. Expertise includes VoiceXML and SALT, connecting with call routing / switching systems, and with legacy hosts. Acclaim Telecom is a Microsoft Speech Partner.

**Apptera
Booth 138
1150 Bayhill Drive
Suite 203
San Bruno, CA 94066**

**Phone: 650-635-0600
Fax: 650-872-8409
Web: www.apptera.com
Contact: sales@apptera.com**

Company Description:

More than 1800 enterprises worldwide use Apptera's voice solutions to help their callers manage personal accounts, find locations, and place and track orders. Apptera's powerful and intelligent voice network allow businesses to affordably automate and highly personalize each customer interaction, generating a unique caller experience, higher revenues and dramatic cost savings.

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Audium
Booth 133
213 West 35th Street
13th Floor
New York, NY 10001

Web: www.audiumcorp.com
Contact: www.audiumcorp.com/contact

Company Description:

Audium is the worldwide leader in packaged VoiceXML application software, enabling intelligent, personalized voice applications using open standards and reducing costs. Audium's core products give customers a powerful way to build, run, manage and improve IVR systems that work seamlessly with enterprise applications and data, and have been recognized as the industry's leading VoiceXML development software.

AVAYA

Avaya – Bronze Sponsor
Booth 127
211 Mount Airy Road
Basking Ridge, NJ 07920

Phone: 866-GO-AVAYA
Web: www.avaya.com

Company Description:

Avaya is a global leader in communication systems, applications and services. Customers range from small businesses up to more than 90% of FORTUNE 500 companies and U.S. government. They rely on Avaya for reliable solutions that strengthen customer relationships, enhance productivity and maximize profitability.

Brooktrout Technology/Excel Switching
Booth 141
410 First Avenue
Needham, MA 02494

Phone: 781-449-4100
Web: www.brooktrout.com
Contact: sales@brooktrout.com

Company Description:

Brooktrout is a leading supplier of media processing, network interface, call control and signal processing products. Affiliated with Excel Switching Corporation, Brooktrout focuses on investing in technologies that enable service providers and enterprise customers to develop new products and services and cost-effectively transition networks to VoIP. Please visit www.ExcelSwitching.com or www.brooktrout.com.

Carrius Technologies
Booth 146
2140 Lake Park Blvd.
Suite 500
Richardson, TX 75080

Phone: 214-572-7800
Fax: 214-575-9007
Web: www.carriustech.com
Contact: marketing@carriustech.com

Company Description:

The Carrius **Compleat™** -200 Service Delivery Gateway enables speech application developers to address more markets faster. As an enhanced services platform controlled through SIP, CCXML/VoiceXML, or the Carrius API, **Compleat™** allows solution developers to focus

on differentiating their services while it manages the network connectivity functions.

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Cisco Systems, Inc. – Silver Sponsor

Booth 108

170 West Tasman Drive

San Jose, CA 95134

Phone: 800-553-6387

Fax: 978-936-2213

Web: www.cisco.com

Contact: soconnel@cisco.com

Company Description:

Cisco Systems Inc. is the worldwide leader in networking for the Internet. Cisco Customer Contact solutions enable organizations of all sizes to cost-effectively increase the speed and responsiveness of their customer care organizations while efficiently handling customer requests across a range of channels--from speech-enabled self service, to assisted service via voice, collaborative Web browsing, Web chat, and e-mail.

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Atlanta, GA 30326

Phone: 877-256-3761

Fax: 404-351-2080

Web: www.clickfox.com

Contact: jaimedavenport@clickfox.com

Company Description:

ClickFox transforms existing customer data into objective insight by showing customers' step-by-step behavior within and across interactive systems, such as IVR/speech systems. Only ClickFox translates interactions from multiple service touch points into a visual map, revealing what customers do and why, so companies can align customer needs with their business objectives.

Contact Center World

Booth 125

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Thunder Bay, Ontario P7B 6M1

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Web: www.contactcenterworld.com

Contact: rajw@contactcenterworld.com

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Booth 148
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Dallas, TX 75093

Phone: 1-800-80-EICON or 972-473-4500
Fax: 972-473-4510
Web: www.eicon.com
Contact: marketing.us@eicon.com

Company Description:

Eicon Networks Corporation is a leading designer, developer and manufacturer of quality communication products for networked business applications. Founded in 1984 and headquartered in Montreal, Canada, Eicon today has a global presence with regional offices across the world distributing, marketing and supporting its products in more than 80 countries through a network of channel partners.

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Booth 110
20 Crosby Drive
Bedford, MA 01730

Phone: 781-266-3200
Fax: 781-266-3201
Web: www.empirix.com
Contact: info@empirix.com

Company Description:

Empirix delivers comprehensive testing and monitoring solutions that assure the performance of next-generation networks, contact centers and Web-based applications. A key specialty is speech applications and networks. Empirix provides products, services and support to thousands of customers worldwide, including Global 2000 enterprises, network equipment manufacturers and service providers.

Genesys Telecommunications Laboratories, Inc.
Booth 112
2001 Junipero Serra Blvd.
Daly City, CA 94014

Phone: 650-466-1100
Web: www.genesyslab.com

Company Description:

Genesys Telecommunications Laboratories, Inc., a subsidiary of Alcatel, is the leading provider of open software applications designed to optimize customer contact – in the contact center and across the enterprise. Genesys enables personalized cost-effective customer service that generates long-term, profitable customer relationships. Visit www.genesyslab.com for more information.

Gold Systems
Booth 104
4840 Pearl East Circle, #106
Boulder, CO 80301

Phone: 303-447-2774
Fax: 303-447-0814
Web: www.goldsys.com
Contact: renquist@goldsys.com

Company Description:

Gold Systems' self-service IVR, speech recognition and text-to-speech solutions give businesses improved profitability while customers get a service they love to use. Gold Systems software has automated over a billion telephone calls, while positively impacting bottom line results for companies in the financial, insurance, health care, retail and utility industries.

Inference Communications
Booth 101
PO Box 2210
Wattletree Road LPO
Malvern East, Victoria
Australia 3145

Phone: +61 3 9017 4168
Fax: +61 3 9571 6904
Web: www.inferencecommunications.com
Contact: kirsty.mccarthy@inferencecommunications.com

Company Description:

If you need help developing grammars, tuning grammars, or improving the accuracy of your applications, Inference has the tools that can help. Our technology assists our customers in developing and maintaining anything from the most simple to the most complex speech appli-

cation, in minimal time for minimal effort. Ask us how!



intervoice

Intervoice, Inc. – Gold Sponsor
Booth 130
17811 Waterview Parkway
Dallas, TX 75252

Phone: 800-700-0122
Fax: 972-454-8282
Web: www.intervoice.com

Company Description:

Intervoice, Inc. creates business value for enterprises and network operators by applying innovative speech technology to optimize operational efficiencies, revenue streams, and customer satisfaction levels. A leader in the voice self-service market, Intervoice delivers an unmatched set of open standards-based solutions, superior customer support and expertise in delivering multimodal self-service solutions.



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Suite 330
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Phone: 612-243-6700
Fax: 612-869-6200
Web: www.iq-services.com
Contact: info@iq-services.com

Company Description:

Test your systems with IQ Services, not with your customers. IQ Services supports companies large and small by providing load testing and availability monitoring for complex contact center and communication systems. We help you make sure your systems work before implementation and continue to work throughout the life of the system.

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Booth 137
Via Valdellatorre 4
Turin I-10149
Italy

Phone: +39-011-2913111
Web: www.loquendo.com
Contact: rossanna.duce@loquendo.com

Company Description:

With over 30 years R&D expertise, Loquendo is at the forefront of the global speech technologies market. Its high-quality, high-performance technologies (Loquendo TTS - text-to-speech, Loquendo ASR - automatic speech recognition, Loquendo Speaker Verification) and platforms guarantee systems integrators the best solutions in 17 languages and 39 voices - with more coming soon.

LumenVox
Booth 201
3615 Kearny Villa Road
San Diego, CA 92123

Phone: 877-977-0707
Fax: 858-707-7072
Web: www.lumenvox.com
Contact: info@lumenvox.com

Company Description:

LumenVox offers a complete suite of speech recognition products. This includes our ASR Engine for Windows and Linux and the Speech Tuner, a completely integrated maintenance tool to save time on application tuning, testing and transcription for LumenVox, Nuance 8.5 and OSR applications. Stop by booth 201 for live demos of the Speech Engine and Tuner!

MCI
Booth 155
22001 Loudoun County Parkway
Ashburn, VA 20147

Phone: 703-856-5600
Web: www.mci.com

Company Description:

MCI delivers innovative, cost-effective, advanced communications connectivity to businesses, governments and consumers. With the industry's most complete global IP backbone and one of the world's most expansive, wholly-owned data networks, MCI develops the converged communications products and services that are the foundation for commerce and communications in today's market.

NeoSpeech, Inc.
Booth 139
2051 Landings Drive
Mountain View, CA 94043

Phone: 650-961-8838
Fax: 650-961-8839
Web: www.neospeech.com
Contact: Richard.metzler@neospeech.com

Company Description:

NeoSpeech is a leading provider of high quality text-to-speech (TTS) technology for the mobile, enterprise, entertainment and education markets. NeoSpeech offers the most flexible, articulate TTS engines available on the market for U.S. English and major Asian languages, supporting a wide range of embedded devices, as well as desktop and network/server applications.

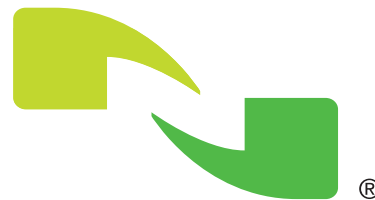
Nexidia
Booth 111
3565 Piedmont Road
Building Two, Suite 400
Atlanta, GA 30305

Phone: 404-495-7220
Fax: 404-495-7222
Web: www.nexidia.com
Contact: info@nexidia.com

Company Description:

Nexidia is the leading provider of scalable audio mining and speech analytics software. By transforming audio into actionable intelligence, Nexidia's technology offers a consistent and efficient means for extracting information previously locked away in audio files and is engi-

neered to meet the demanding needs of organizations that require mission-critical performance.



NUANCE

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One Wayside Drive
Burlington, MA 01803

Phone: 781-565-5000
Fax: 781-565-5559
Web: www.nuance.com
Contact: erin.keleher@nuance.com

Company Description:

Nuance delivers powerful speech and imaging solutions that make the user experience more compelling by transforming the way people interact and work with information.

Qwest Communications
Booth 113
1801 California Street
Denver, CO 80202

Web: www.qwest.com
Contact: bob.luckner@qwest.com

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SkyCreek
Booth 107
1110 Herndon Parkway
Suite 200
Herndon, VA 20170

Phone: 703-834-8000
Fax: 703-834-8001
Web: www.skycreek.com
Contact: info@skycreek.com

Company Description:

SkyCreek provides an industry leading IVR platform, pre-built IVR applications, and custom IVR applications to empower companies to improve operational effectiveness, drive customer-centricity and increase revenue. Our Call Notify IVR Platform is a VoiceXML-compliant platform designed for rapid application development, integration, and implementation. It includes three easy-to-use Web-based components for the design, management, and reporting of IVR applications.

TuVox
Booth 128
19050 Pruneridge Avenue
Cupertino, CA 95014

Phone: 408-625-1700
Fax: 408-625-1770
Web: www.tuvox.com
Contact: dtaub@tuvox.com

Company Description:

TuVox is the leading provider of enterprise speech applications that deliver some of the highest automation and caller adoption rates. TuVox speech applications are based on patent-

ed natural language technology, and built completely on open standards. TuVox software automates virtually any type of call: call routing, self-service transactions and customer support.

VoiceGenie Technologies, Inc.
Booth 150
1120 Finch Avenue West
Toronto, Ontario M3J 3H7
Canada

Phone: 866-214-4045
Fax: 416-736-1551
Web: www.voicegenie.com
Contact: sales@voicegenie.com

Company Description:

VoiceGenie 7 provides the most flexible open standards infrastructure for supporting speech-enabled applications. VoiceGenie's platform is renowned for excellence in VoiceXML and also supports other emerging standards such as CCXML, X+V, SIP and MRCP. VoiceGenie 7 delivers the lowest total cost of ownership and the best reliability and performance.

VoiceObjects
Booth 102
1875 South Grant Street
Suite 720
San Mateo, CA 94402

Web: www.voiceobjects.com
Contact: swinterkamp@voiceobjects.com

Company Description:

VoiceObjects – all business is vocal. VoiceObjects is the world's leading provider in

Voice Application Management Systems (VAMS). Its award-winning software platform allows companies to operate telephone-based voice applications efficiently with minimum risk and maximum flexibility. For further information visit www.VoiceObjects.com.

Voxeo Corporation
Booth 105
100 E. Pine Street
Orlando, FL 32801

Phone: 407-835-0088
Fax: 407-650-3007
Web: www.voxeo.com
Contact: clegg@voxeo.com

Company Description:

Voxeo Corporation is the leading provider of standards-based, hosted and customer-premise IVR solutions. These solutions extend versatile IP and XML technologies, making it easy to create, deploy, and maintain a wide variety of telephony applications that enhance customer care, reduce costs, and generate new sources of revenue.

Voxify
Booth 136
1320 Harbor Bay Parkway
Alameda, CA 94502

Phone: 510-545-5000
Fax: 510-545-5055
Web: www.voxify.com
Contact: sales@voxify.com

Company Description:

Voxify is the first company to create automated call center agents with the conversational skills to handle advanced customer service calls.

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West Corporation
Booth 132
11808 Miracle Hills Drive
Omaha, NE 68154

Phone: 800-841-9000
Fax: 402-963-1602
Web: www.west.com
Contact: sales@west.com

Company Description:

West Corporation is a premier provider of speech recognition, IVR and call center solutions. From fully-managed speech solutions to blended solutions of automation and live agents, our customized solutions help many of the nation's leading companies improve customer service, increase revenues and reduce costs.

Worldly Voices
Booth 147
2610 Westwood Drive
Nashville, TN 37204

Phone: 615-321-8802
Fax: 615-321-8804
Web: www.worldlyvoices.com
Contact: sales@worldlyvoices.com

Company Description:

Worldly Voices has been producing the highest quality, professional voice prompts for the past 12 years. We translate and record voice

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Exhibitor Profiles

Sondra Ahlén, SAVIC

Sondra Ahlén has over 14 years computational linguistics experience and is the principal consultant and owner of SAVIC, an independent VUI consulting firm in California's Sierra Foothills. Her experience includes design, translation, tuning, and mentoring for speech recognition systems across a broad range of industry verticals, including 15 applications in Spanish and Portuguese. Sondra also works with speech industry leaders to advance VUI best practices. She has published articles on Edify research into how U.S. addresses are spoken in Spanish, and guided the VUI translation of BeVocal's U.S. Spanish address module. Prior to founding SAVIC, she was a Senior VUI Designer at Nuance. Sondra holds an M.A. in linguistics from the University of Pittsburgh, a B.S. in Computer Science from Sonoma State University, and an A.A. in Spanish from Napa Valley College.

Ewald Anderl, Kirusa

Ewald Anderl is the CTO and vice president at Kirusa. Anderl has more than 20 years of leadership and executive experience in the telecommunications industry at Bell Laboratories and successful startups. Kirusa is the leading provider of Multimodal Platforms and Applications to Carriers and Service Providers.

Mark Anikst, Cadre Technologies, Inc.

Mark Anikst is a speech scientist and software engineer and has participated in pioneering research and development of speech recognition engines and in speech enabling of variety of applications. At Cadre, Mark is responsible for adopting speech, multimodal, RFID and other innovative value-adding technologies for the integrated logistics software applications.

Hagai T. Attias, Golden Metallic Inc.

Dr. Hagai T. Attias is the chief scientist of Golden Metallic, Inc., which builds advanced machine learning and signal processing systems. Prior to that, he was a staff member at Microsoft Research in Redmond, and a Sloan postdoctoral fellow at UC San Francisco. He holds a PhD in statistical physics from Yale. He has (co)authored over 50 publications and holds several patents.

David Attwater, EIG Inc

David Attwater has over 14 years experience researching and designing spoken user interfaces. He joined EIG in 2003 and is involved with speech recognition user interface design and research projects. Before joining EIG, he was head of the spoken dialog research team at British Telecom Research Labs. He has several international patents pending and numerous publications. He holds two engineering degrees

from the University Of York, UK. His areas of expertise are applications using statistical language models, large directory applications and Wizard of Oz usability testing. Current research interests include turn-taking and mixed-mode dialogue. He has extensive experience in speech corpus collection and annotation management. He has managed the collection of three unique UK English spontaneous telephony corpora used by several labs around the world.

RJ Auburn, CTO, Voxeo Corporation

In addition to being the driving force behind Voxeo's technology innovation and integration, RJ Auburn is also the editor and chair of the W3C Call Control XML (CCXML) standard, co-author and editor of the W3C's State Chart XML (SCXML) standard, and an active leader on a number of other standards, including VoiceXML, Media Control, and SIP. Auburn is an acknowledged expert in the fields of voice recognition, call control, and call center integration and has been working with and on next-generation telephony projects and standards for nearly ten years.

Sumit Badal, Nortel

Sumit Badal, senior staff software engineer at Nortel. Nortel is a leading global provider of innovative Multimedia Application Solutions. In his role Badal is responsible for software engineering in Nortel's Multimedia

Applications division. Badal and his team focus on emerging technologies such as VoiceXML, Call Control XML, and Advanced Speech Solutions. Badal earned an M.S. in Computer and Information Sciences from the University of Massachusetts and has a history of research in the field of computer vision and robotics.

Paolo Baggia, Loquendo

Paolo Baggia joined Loquendo from the company's formation. He was Director of the VoiceXML browser for Loquendo's VoxNauta platform and he is actively involved in W3C Voice Browser/Multimodal Integration WGs and the VoiceXML Forum. In 1989, he joined CSELT, Telecom Italia's R&D lab in Turin, Italy, and was involved in a variety of research activities, including natural language and speech parsing, spoken dialog design and language modeling. In 1999, he took part in one of the first successful integrations of speech technologies in a large-scale field application in Italy: the automation of call centers for the Italian railway company, TreniItalia. He took part in several EU projects such as P62, SUNDIAL, RAILTEL, ARISE, and more recently, the HOPS and SNOW projects. He holds a degree in computer science from the Università di Torino and his professional interests lie in the areas of speech recognition and speech synthesis, computational linguistics, spoken dialog management, and artificial intelligence. He is author of many journals and conference papers and is member of the ACL.

Mithun Balakrishna, The University of Texas at Dallas

Mithun Balakrishna completed his MS degree at The University of Texas at Dallas in 2004 following the completion of his thesis in speech recognition. He is currently pursuing his PhD at UTD and works at the Intervoice Center for Automated Conversational Technologies, affiliated with the Human Language Technology Research Institute.

Bruce Balentine, EIG Inc.

Bruce Balentine is a design consultant specializing in speech audio and multimodal user interfaces. During his 14 accumulated years working with speech recognition and related technologies, Balentine has designed more than a dozen user interfaces for telecommunications desktop multimedia entertainment language training medical and home automation products. He received his undergraduate degree in 1971 and his Master's in 1975 from the University of North Texas with work in electronic music and intermedia. Balentine is also the author of the industry best-seller, "How to Build a Speech Recognition Application," which is considered the definitive style guide for human factors design in IVR.

Dhananjay Bansal, Convergys

Dhananjay Bansal is a speech scientist at Convergys Speech Solutions. Bansal holds a B. Tech in EE from Indian Institute of Technology, and MS in Language Technologies from Carnegie Mellon University.

Jim Barnett, Aspect Software

Jim Barnett is a software architect who is responsible for

Aspect's self-service product line. He has two decades of research and development experience in natural language processing, speech recognition and interactive voice response systems. Before coming to Aspect, he worked for Dragon Systems and the Microelectronics and Computer Corporation. He holds a PhD in Linguistics from the University of Texas at Austin.

Sara Basson, IBM

Sara Basson currently works in IBM Research, where she is driving accessibility opportunities for all users of technology, irrespective of their abilities or disabilities. Sara holds an M.B.A. from NYU, and a Ph.D. in Speech and Hearing Sciences from The Graduate Center of the City University of New York. Sara serves on the Board of Directors of AVIOS.

Will Becchina, Nortel

Will Becchina is a business development manager at Nortel. Nortel is a leading global provider of innovative Multimedia Application Solutions. Becchina is responsible for Business Development efforts, leveraging third party relationships and emerging applications. Becchina has many years of diverse experience in Self Service starting with very successful pioneering IVR deployments, to roles at Nortel in CTI Software Development and Speech PLM. Becchina earned a Bachelor of Engineering from SUNY at Stony Brook.

Monica Bisacca, Loquendo

Monica Bisacca is project manager at Loquendo. She has extensive experience in managing

Loquendo's education and training department, delivering VoiceXML application development training. She has 14 years experience as e-learning architect, e-learning and traditional education project manager and senior ICT trainer. She has acquired a wide range of industry standard certifications. Bisacca's industry experience covers customer service and project management, sales, education and training. She currently focuses on Project Management pre- and post-sales for the Americas Regions.

Brian Bischoff, Genesys Telecommunications Laboratories, Inc.

Brian Bischoff is responsible for global sales and solutions of the Genesys Voice Platform (GVP) product line. The GVP has become the leading next-generation voice processing solution for enterprise and service provider customers. An extreme focus on standards, openness and interoperability has positioned the GVP as the ideal vehicle to integrate voice self-service with agent-assisted transactions. Bischoff has spent 20 years focused on contact center solutions for large enterprises and service providers. Bischoff has a BS in business administration and a MBA from the University of Richmond in Richmond, VA. He also earned an Advanced Management Certificate from the Kenan-Flager Business School at the University of North Carolina Chapel Hill.

Wally Brill, VoicePartners

From Grammy to Grammers: Wally Brill was a 25 year veteran of the entertainment industry when he decided to make the

world safe for speech. At Nuance, he created the persona and branding methodology now imitated everywhere. As with all communication media, he believes that VUIs need to be planned, designed and produced for the audience that will use them, not for the engineers who code them. Brill is a co-founder of VoicePartners, the world's leading VUI design consultancy.

Doug Brown, Datria

Doug Brown brings 15+ years of delivering innovative, speech-enabled solutions to global markets. With AT&T, Doug provided product management and marketing leadership, helping a start-up speech recognition venture grow to be number one in its market. He launched more than three dozen products and services in 90 countries for Avaya and Lucent Technologies. Since joining Datria in 2004, Brown has introduced a range of hosted solutions and crafted new Storm Recovery and Scouting & Inspection solutions. He has also launched new mobile access for 2-way radio and push-to-talk device users, highly valuable to Utility and Communications companies. Brown holds a BS in Business Management from Bucknell University.

Dave Burke, Voxpilot

Dave Burke is CTO at Voxpilot, where he is responsible for leading and implementing the overall technical direction and vision. Burke is both an editor and contributor to W3C and IETF speech standards and a regular speaker at international speech conferences. Prior to Voxpilot, Burke served as research coordinator at the Rehabilitation

Engineering Laboratory located at the National Rehabilitation Hospital, Ireland. Burke has published many papers in leading international academic journals and conferences and holds a Ph.D., M.Eng.Sc., and B.E. in Electronic Engineering, all from the University College Dublin, Belfield, Ireland.

Lawrence Byrd, Avaya

Lawrence Byrd is director of IP telephony and mobility and helps drive the definition and communication of Avaya's intelligent communications strategy. Byrd has over fifteen years of telephony, CRM and contact center experience and over twenty-five years of advanced software and Internet experience. Byrd was co-founder of Quintus Corporation in 1984, a provider of multimedia contact center software, which was acquired by Avaya in 2001. Byrd has a BA in Philosophy from Durham, England, was a research associate in the Department of Artificial Intelligence at the University of Edinburgh, Scotland and now lives with his family in California.

Ann M. Cannon, Prairie Systems

Ann M. Cannon is senior vice president of sales and product management. She oversees sales, product development and marketing for Prairie Systems. Her key focus is driving business value in interactive communications services, including voice, fax, Internet and text messaging. Ms. Cannon has over two decades' experience in IT and Financial Services.

Janice Carter, Benetech Initiative

Janice brings nearly 20 years of entrepreneurial leadership and corporate executive management to Benetech. She previously served as Senior Vice President, Partner Development with ManyOne Networks, where she was instrumental in bringing together leading NGOs and non profit organizations to develop the Environmental Information Coalition. She has held senior management positions at several Internet startups, Silicon Valley's leading software association, SDForum.org, and several consumer goods companies. Janice holds a BS in Information Systems Management from the University of San Francisco.

Jerry Carter, Vocalocity

Jerry Carter believes that speech technologies can transform global telephony. At Vocalocity, he helps partners architect standards-compliant, yet clearly differentiated, next-generation platforms. Previously, Carter directed Speechwork's first international release, wrote OpenVXI, and invented DialogModules.

Elaine Cascio, Vanguard Communications Corporation

Elaine Cascio is vice president of Vanguard Communications Corporation, an independent consulting firm that specializes in designing and implementing strategic solutions for customer contact. Cascio is responsible for Vanguard's self service practice, and manages projects in customer contact self-service strategy, voice response, ASR and self service design. She has over fifteen years of experience in customer contact assessment, voice

response application development and user interface design. For the past ten years, Cascio has advocated customer centric self service design and the importance of building self service strategies that provide customers with consistent, positive experiences, regardless of the channel they use. She was the facilitator for the industry group, Voice Messaging Educational Committee (1992-97), and conducts workshops on IVR design, speaks at conferences and writes articles on self service strategy and design. She has a B.A. from Dickinson College and an M.A. from the University of Virginia.

Mike Castillo, Gold Systems

After working at the telephony research organizations, Bell Laboratories and U.S. West Advanced Technologies, for over 10 years, Castillo started working with speech in the product development group at Gold Systems. While at Gold Systems, Castillo has worked on several products including auto attendant, password reset and health care speech applications. He has also worked on products that integrate IVR platforms with different vendor's speech recognition and TTS products. He participates in the implementation of all the products he has worked on, but he gets the most satisfaction from architecting and designing elegant solutions. Castillo received his B.S. Computer Engineering degree from the University of New Mexico and his M.S. Computer Science from the University of California at Berkeley.

Michael Chavez, ClickFox

Chavez directs all professional services related to client delivery,

implementation and customer support of ClickFox's progressive optimization solutions. Prior to ClickFox, Chavez worked in the fields of management consulting, marketing and strategic planning. As senior consultant at The Coca-Cola Company, he worked with regional management teams around the world to improve their strategic measurement and feedback business processes. Chavez has also held various roles in marketing and strategy, including Strategic Planning Manager for The Coca-Cola Company's North America division, Marketing and Strategic Planning manager for the Los Angeles Times, and strategy consultant in the retail and consumer goods industries for Kurt Salmon Associates. Chavez holds an MBA from the Wharton School and an MA from the University of Pennsylvania.

Chit Chung, Telcordia Technologies

Chit Chung is a senior research scientist at Telcordia Technologies with 25 years of experience in software development and research. He is currently engaged in facilitating the adoption of state-of-the-art technologies, including Web services and speech recognition, in large scale real world telephony applications. He holds a MS in computer science from SUNY.

Corey Coblentz, SOFTEL Communications

Corey Coblentz is the self-service practices manager at SOFTEL Communications, where he has focused on delivering professional and consulting services for contact center technologies, both

in the implementation of best practices methodologies and the design and integration of leading-edge Speech Recognition, VoIP and CTI integrations. Coblentz's mandate includes overseeing the Research and Development team in their efforts for the expansion and integration of existing IVRs with new and emerging Speech Technologies.

Jordan Cohen, VoiceSignal

Jordan Cohen is the CTO of VoiceSignal. Previously, Cohen was director of business relations at Dragon Systems, and developed speech algorithms for the Department of Defense. Cohen holds a Master's Degree in Electrical Engineering from the University of Illinois, and a PhD in Linguistics from the University of Connecticut.

Emmett Coin, Lucas Systems

Emmett Coin directs the R&D efforts for human-computer conversation systems creating, and evangelizing methods to carry on real-time intelligent and natural conversations with humans. Coin's expertise spans from the late 1960s at MIT with Dennis Klatt, contributing to early work in computer-based speech recognition and speech synthesis. He directed R&D groups at Intellivoice and ejTalk prior to leading R&D for the next generation wearable voice agent at Lucas Systems. He is an active member of the VoiceXML Forum's Tools Committee. Currently, Coin is focused on new dialog representation schemes and their respective development tools, specifically, object orientation representing the distinct linguistic and com-

putational components and orthogonal ASR systems.

Alistair Conkie, AT&T Labs

Alistair Conkie is a researcher in IP and Voice Services at AT&T Labs -- Research. He is a principal member of the team that developed the AT&T Natural Voices Text to Speech synthesizer.

Sarah Conrad, Cape Breton University

Sarah Conrod is the Lead Researcher for the Baddeck Showcase at Cape Breton University and has over 5 years of experience in project management, education and research. After graduating from university, Sarah worked for two years as a Project Coordinator, providing Human Resources and employability training to underemployed individuals. Sarah then transitioned to the IT Innovation Centre, where her major research area focuses around the Baddeck Liberated Learning Showcase where she is currently researching and developing accessibility technologies for both university classrooms and public settings. The first of which is the Alexander Graham Bell Museum. During her university career, Sarah worked on steering committees to advocate and create policy for disabled students and was asked to serve on the Board of Directors for Cape Breton Branch of the Canadian National Institute for the Blind, a position that she continues to hold today. In addition, after graduation, she joined community groups focused on promoting and developing accessibility where she could volunteer her time and offer her expertise. Sarah holds a Bachelor of Science, a Bachelor of Arts, and a Certificate

in Public Administration and a Masters of Education in IT.

Bob Cooper, Avaya

Bob Cooper is currently the chief architect for Avaya's Voice Portal self-service and Unified Communications product lines. Prior to joining, Avaya he was the CTO of Conita Technology -- a company focused on Personal Virtual Assistant technology. He holds undergraduate and graduate degrees in electrical engineering from the University of Florida.

Luisa Cordano, Loquendo

Luisa Cordano joined the Telecom Italia Group in 2001, first in the Business Competence Center of the International Operations unit in Rome and then in the Business Development department of Loquendo SpA in Turin. She has been structuring and managing national and EU funded research projects, as well as carrying out market analysis and product management of embedded technologies line. She holds a degree in Economics from the LUISS University of Rome, Italy.

William Crossman, Founder & Director, CompSpeak 2050 Institute for the Study of Talking Computers and Oral Cultures

William Crossman is a philosopher, futurist, professor, and consultant involved with issues of information technology, education, language and culture, and human rights. He is the founder/director of the CompSpeak 2050 Institute for the Study of Talking Computers and Oral Cultures www.compspeak2050.org

author of new book VIVO [Voice-In/Voice-Out]: The Coming Age of Talking Computers; and Faculty, Vista Community College, Berkeley, CA. He has presented his ideas on the future of speech technology to conferences, governments, corporations, universities, and media throughout the U.S. and in many other countries.

Deborah Dahl, Conversational Technologies

Deborah Dahl is a consultant in speech and natural language technologies and applications, with over twenty years of experience. She is also an expert on standards, serving as Chair of the W3C's Multimodal Interaction Working Group. She is the editor of the recent book, Practical Spoken Dialog Systems.

Amit Desai, Voxify

Prior to co-founding Voxify, Amit Desai was CTO and founder of Anubis, a business intelligence software provider. Desai served on the senior executive team at Personify, which acquired Anubis in 1999. An MIT graduate, Desai's experience also includes Sapient Corporation. Desai's speaking experience includes G-Force and regular client success presentations.

Melissa Dougherty, VoicePartners

If it can't be used, it won't be a business success. Dougherty's entire career has been focused on taking products beyond mere usability to incredibly useful, branded and compelling. In 1997, Nuance asked Dougherty to turn that focus on the speech industry. Her user-centered

approach has revolutionized best practices in the technology-driven world of IVR and speech recognition. She is a co-founder of VoicePartners, where the team is focused on creating the best end-to-end caller experience possible, across technologies and modes.

Rosanna Duce, Loquendo

Rosanna Duce is vice president of Loquendo and is in charge of Loquendo's worldwide marketing strategy. She plays a key direct role in creating strategic partnerships and alliances with the key market players throughout the world. She analyzes the market trends and defines the new product features providing continuous feedback to the R&D divisions. Duce is also in charge of analyzing and controlling all corporate marketing, advertising and sales activities to achieve the objectives of contribution, volumes and revenues.

Christian Dugast, VoiceObjects

Christian Dugast joined Philips Research Laboratories in 1989 to work on continuous speech recognition. In 1995, he left research to enter the business world within the Philips Speech Processing business unit. In November 1998, he joined Nuance Communications to build up the ASR market in Europe. Since 2002, he has been with VoiceObjects, preparing the industrialization of the ASR market with the concept of Voice Application Management System.

Franz-Josef Eberle, Eicon Networks

Franz-Josef Eberle is Eicon's Product Line Manager of the

Diva Server™ products. Prior to joining Eicon, Eberle was in charge of Product Marketing and Business Support at Alcatel Carrier Networking Division, where he focused on the market introduction of IP-based voice and multimedia products. Eberle holds a Masters Degree in Computer Science and Electrical Engineering.

Rob Edmondson, Empirix

Rob Edmondson, senior field engineer for Empirix, is an expert in ensuring quality of speech applications. Prior to joining Empirix, he spent two years as a technical support manager in a call center. Edmondson graduated from the U.S. Military Academy, and served as an officer in the U.S. Army.

Mark Eichten, West Corporation

Mark Eichten is a systems analyst and senior member of the West Professional Services team. His responsibilities include analytics, developing tuning tools and reports, voice user interface (VUI) design and designing and developing integrated applications that incorporate speech, touchtone and live operator support. Eichten has over 5 years of speech application development experience along with 4 years of grammar development experience in both GSL and GRXML. Eichten has been with West for 5 years and holds a Bachelor of Science Degree in Management Information Systems from Creighton University.

Ellen Eide, IBM

Ellen Eide is a research staff member at the IBM T.J. Watson Research Center in Yorktown

Heights, New York. Since joining IBM in 1995, she has worked on nearly all technical aspects of automatic speech recognition and text-to-speech synthesis. Her current focus is on expressiveness and flexibility for TTS. Eide received her PhD degree from the Massachusetts Institute of Technology in 1993. She has authored 26 publications and filed 16 patents in the areas of speech recognition and speech synthesis.

T. Todd Elvins, Oracle Voice Laboratory

T. Todd Elvins is director of product management at the Oracle Voice Laboratory, where he defines future products, and manages Oracle's VoiceXML conformance program. In 1998, Todd co-founded the Indicast Corporation, the first voice portal company to launch voice-enabled services for a carrier in the U.S. As Indicast's CTO and VP Engineering, Elvins was a pioneer in the technical and creative evolution of the voice portal industry. From 1988 to 1998, he was a Development Manager at the NSF Supercomputer Center at the University of California San Diego. Elvins holds a PhD in computer engineering from the University of California, San Diego. Elvins was the technical architect for self-service automation solutions at Adea Solutions. He led the technical design of integrated speech, VoIP, and Web solutions. Elvins has implemented numerous speech solutions for a wide range of clients spanning finance, telecom and service industries and was involved in two projects that were named to

Speech Technology Magazine's Most Innovative Award lists. A certified VoiceXML Application Developer, he holds an MSEE from Duke University.

Todd Espy, SandCherry Inc.

Todd Espy, currently a sales engineer with SandCherry, Inc., has developed speech solutions for a wide range of clients, including two solutions included on Speech Technology Magazine's Most Innovative Solutions lists. He received his certification as a VoiceXML Application Developer from the VoiceXML Forum in August 2004, and has been working in software development since receiving his MSEE in 1991.

Cameron Etezadi, Microsoft

Cameron Etezadi has spent ten years at Microsoft, where he helps guide architecture and strategy for Microsoft's Windows Mobile platform. Previously, he led development on Microsoft's Voice Command for Windows Mobile, and spent additional years focusing on speech synthesis research. He has also worked extensively in Stockholm, Sweden, developing the server portion of cellular applications. He has patent applications in the area of human-computer interaction, has an MBA from the University of Washington, and holds an undergraduate degree from Rice University.

Jeff Foley, Nuance

Jeff Foley is the solutions marketing manager for network speech at Nuance. Throughout several product launches at Dragon Systems, edocs, Atari, and Nuance, Foley has always focused on bridging the gaps

among sales, marketing, and development. Foley holds BS and ME degrees in Electrical Engineering and Computer Science from MIT.

Randy Ford, Sonum Technologies

Randy Ford, is the CTO of Sonum Technologies in Columbia, MD. Sonum Technologies is a leading authority on artificial intelligence and human-computer interaction, with more than 20 years of experience as a technology consultant and executive. Ford holds a Ph.D. in Artificial Intelligence from The Johns Hopkins University. Since 2000, he has been an Associate Professor of Computer Science at Hood College in Frederick, Md., where he teaches courses in artificial intelligence and computer science.

Serge Forest, Paraxip Technologies

Serge Forest is the president and CEO of Paraxip Technologies, a leading vendor of software products, enabling a seamless transition from traditional telephony to IP telephony for Speech, IVR and Call Center solutions. Working with world-class industry partners, Paraxip brings to market innovative telephony connectivity products in a flexible, building block approach. Prior to co-founding Paraxip, Forest was Director of an engineering team at Nuance Communications. He also previously held a number of engineering and management positions at Nortel Networks.

Ariel Freidenberg, Persay

Ariel Freidenberg joined Persay during 2000, shortly after Persay

was founded. During the last four years, Freidenberg has held various positions within Persay's Sales and Business Development team and in 2003 was appointed as VP Sales & Business Development. Mr. Freidenberg holds a B.A. in Law and Economics and an MBA in Business Administration, both from Bar-Ilan University. Prior to joining Persay, Freidenberg was an attorney in one of the leading law offices in Israel, following an internship at the Supreme Court of Israel.

Bob Furniss, Touchpoint Associates

Bob Furniss works with organizations that want to increase productivity and profits by bringing out the best in their people. Furniss brings to his clients over 25 years of experience in the areas of leadership and service. He is the author of "Ideas At Work" which was published in 2005.

Will Gardella, SAP

Will Gardella leads SAP's global effort to voice enable enterprise applications. Based at SAP Lab's Voice Center in Palo Alto, California, Gardella is a member of the W3C Voice Browser Working Group and an acknowledged expert in dialog design and implementation. Before joining SAP, he designed and developed Onstar's Virtual Advisor, a hands-free in-vehicle voice application that provides users with email, stock quotes, weather, news, sports, entertainment and traffic reports. He holds degrees in Linguistics from UC Berkeley and UC San Diego.

Jason Gardner, Microsoft

Jason Gardner is the partner sales manager for Microsoft Speech

where he is responsible for Microsoft's relationships with strategic partners for Microsoft Speech Server products. Prior to joining Microsoft, Gardner worked for five years as Channel Sales Manager for Edify Corporation. Gardner graduated from California State University at Hayward with a Bachelor of Science degree in Business Administration.

Juan Gilbert, Auburn University

Juan E. Gilbert is an associate professor in the Computer Science and Software Engineering Department at Auburn University. He directs the Human-Centered Computing (HCC) Lab. His research focus is on Spoken Language Systems, Advanced Learning Technologies and User Interfaces Design and Evaluation.

Laura Graham, Message Technologies Inc.

From an eclectic professional background, Laura Graham brings to MTI® business knowledge and experience from different industries. She has owned, operated and managed several restaurants in Georgia and South Carolina and has worked as Statistical Analyst at Crawford Long Hospital. In 1995, Graham joined MTI® to take on the role of Technical Manager. In her position, she is responsible for the project management of the company's technology development initiatives, handling staffing and assignments, training, programming design and analysis and day-to-day operations within the MIS department. Her expertise allows her to work with all of MTI's software and service applications to

implement strategic programs for clients, including SQL 2000 database integration, Call Center Management and Processing software, Notification Services, Integrated Web and IVR applications, IVR automation and reporting, Web design, Utility Monitoring and custom applications. Most recently she has been certified in Voice User Interface design as part of our Speech Partner relationship with Microsoft.

Shay Granov, NSC

Shay Granov has over 15 years of experience in International Sales with leading technology companies. Previous to working in NSC, he held sales positions with Telrad Networks and Motorola Communications. Granov also co-founded Apletix, Inc., where he was VP of International Sales. Granov holds a B.A. degree in Computer Science and Management, and an M.S. in Marketing.

Gerd Graumann, LumenVox

Gerd Graumann is the director of business development at LumenVox, a leading provider of speech technology products. He has worked in the areas of continuous speech recognition, audio mining and core speech engine development for over 6 years. Some of this experience has come from working with Philips, Siemens and Dragon Systems. Graumann has spoken at over 10 industry conferences.

Howard Green, VLH Controls

Howard Green, president of VLH Controls, is a graduate of Columbia University (BS and MA), a Silicon Valley successful entrepreneur and technologist. Green's knowledge of wireless

and voice technologies as well as his experience in developing and implementing software systems in manufacturing facilities helped refine the initial concepts.

Jason Groshart, Gold Systems

Jason Groshart joined Gold Systems in January of 1999 as a custom developer building IVR applications on the Syntellect platform. Prior to joining Gold Systems, he worked for CrossLink, Inc, an aerospace engineering firm. Groshart developed embedded software for an experiment data system for the Space Shuttle. Groshart also developed space flight software for the Student Nitric-Oxide Explorer (SNOE), a student-built satellite that orbited the earth for 4 years collecting atmospheric data on the earth's ozone layer. Groshart has held various technical and management roles at Gold Systems including chief product architect and most recently managing the product engineering staff. His technical experience includes: Java and .NET development experience, VoiceXML and SALT, Voice User Interface design, and system integration. He is a graduate from the School of Engineering at the University of Colorado at Boulder with a B.S. in Computer Science.

Suresh Gursahaney, MicroAutomation

Suresh Gursahaney founded MicroAutomation in 1991 and now serves as its president and CTO. Under his guidance, MicroAutomation has become a leading provider of contact center solutions. Prior to this entrepreneurial move, Gursahaney spent more than a decade with

IBM's Federal Systems Division and Application Solutions Division where he honed his program management and software development skills working on call center products, real-time control systems for an international broadcasting company and software configuration management applications. While at IBM, he earned several IBM Quality and Outstanding Achievement Awards. In addition, his duties as program architect and design lead for the CallCoordinator and DirectTalk products resulted in five worldwide technology patents for IBM. Gursahaney received a bachelor's degree in Electrical Engineering and Computer Science from Duke University and an MBA from Carnegie-Mellon University.

Randy Haldeman, Apptera

Randy Haldeman is vice president of marketing for Apptera and oversees the company's strategic marketing efforts for v-Business. He brings more than 22 years of technology expertise, with a keen focus on enterprise software, Internet and media over the last 10 years. During his career, Haldeman helped start and manage three successful companies. Previously, Haldeman served as the senior vice president of Marketing for the technology arm of Michael Milken's Knowledge Universe. Haldeman has held various marketing roles for Apple Computer, Zycad Corporation and Daisy Systems.

Jeff Haynie, Vocalocity

Jeff Haynie has over 14 years experience in software development, network, database and sys-

tems architecture, design, development and management. Haynie's specializations are in Enterprise Mid-Tier, Internet and Core Systems Architecture. Haynie was most recently Chief Technology Officer for Mardome, a voice services provider. Prior to that he was Director of Technology at eHatchery, and has been a technology consultant to leading FORTUNE 500 companies, including Oracle, MCI/WorldCom, and CSX. Haynie was one of the co-authors and original architects of the patented RelevantKnowledge /JupiterMediaMetrix Web-measurement technology. He is also a leading industry expert on VoiceXML, SALT, SIP and other speech-related standards. He serves on the W3C Voice Browser Working Group, where he is an editor of the VoiceXML 2.1 specification.

Kevin G. Hegebarth, Witness Systems, Inc.

Kevin Hegebarth has over 20 years of marketing, product, and strategic management experience focused primarily on workforce optimization applications for the commercial contact center. As the director of strategic analysis, Hegebarth is responsible for identifying new market opportunities, executing on new product initiatives; identifying and cultivating strategic partnerships; managing OEM relationships; and managing Witness Systems' patent portfolio.

Kipton Heuertz, Eicon Networks

Kipton Heuertz joined Eicon Networks in 1998. He currently is VP of Product Marketing and

Alliances, Americas. He has international experience with data, video and voice networking combined with solution selling focused on customer and partner expansion through technologies and markets. He has worked for various major corporations, including IBM.

Collin Holmes, V-ENABLE

Collin Holmes joins V-ENABLE to oversee and manage the development of products and features required by V-ENABLE and our partners and customers. His responsibilities include developing product roadmaps, business development and managing the process of bringing applications to market. Holmes has 10 years of sales and marketing experience with firms including Cingular Wireless, AT&T Wireless, and Akamai Technologies. He is a graduate of the University of California, Riverside and recently graduated with an MBA from San Diego State University.

Dave Holsinger, Apptera

Dave Holsinger has worked in the speech industry for the last five years. He joined Apptera in 2004, having previously worked at OnStar, Voxeo and ViaFone. At Apptera, Holsinger is responsible for a number of projects that combine speech recognition with search technologies.

Tim K. Hong, Fonix Corporation

Tim Hong has experience from several high-tech companies including Dell Computers, Franklin Covey and NIC. Currently, Hong manages the Mobile Wireless and Games operating division of the Fonix Speech Group, an operating divi-

sion of Fonix Corp., which offers voice technology solutions for mobile devices; videogames, toys and appliances; and the assistive market.

Tom Houwing, voiceandvision

Born in The Hague, the Netherlands, Tom Houwing studied classical music at the Conservatory of Rotterdam. In 1999 he switched career to speech technology, leveraging his past experience within the IT industry starting as Voice User Interface Architect at Spechtel Benelux B.V. In January 2002 he joined VoiceObjects AG, where besides building up their VUI Group, in his role as Principal VUI, he was overall responsible for the quality and art direction of VUI design. Since October 2005 Houwing directs his own business. As the first VUI agency in Europe, voiceandvision offers product- and company independent VUI-Design, focused on caller experience and –acceptance.

Tom Houy, Clarity Technologies

Tom Houy is VP of Marketing, Americas for CSR plc, with over 25 years of computer, voice and noise suppression industry expertise. The VP of Marketing for Clarity Technologies, the leading provider of noise suppression software, was acquired by CSR in March. Houy also managed Voice Systems Marketing for IBM's Pervasive Computing Division.

Karen Howe, SingingFish, AOL

Karen Howe is a seasoned business leader and marketing veteran with more than 20 years' experience working with multi-

media and Internet technologies. Her responsibilities at Singingfish include strategic management of the company and overseeing all marketing and corporate branding efforts. Prior to joining Singingfish, Howe served as vice president of marketing for Stamps.com, where she spearheaded the company's vertical market sales initiative, broadening its brand and positioning in the financial and technology sectors. Prior to Stamps.com, Howe worked as vice president of marketing for 2WAY Corp., a pioneer of enterprise software for interactive communications. Before joining 2WAY Corp., Howe worked at Motorola, where she helped create the Windows CE market development department, served as business development manager for Asian markets and was promoted to director of marketing in the company's semiconductor group. Other career highlights include 11 years with Adobe Systems and Aldus Corp., where she helped establish the company's Australian office. Howe received her B.A from Whitman College in Walla Walla, Washington.

Susan Hura, SpeechUsability

Susan L. Hura, PhD is the founder of SpeechUsability, a consultancy focusing on improving the user experience by incorporating user-centered design practices in speech technology projects. Hura founded the usability program at Intervoice as their Head of User Experience, and is a member of the Board of Directors of AVIOS.

Satoru Isaka, iTriage.org

Satoru Isaka is the Founder and

CEO of iTriage.org, a 501(c)(3) California public benefit corporation. Isaka is a recognized expert in information science, known as the co-author of "Fuzzy Logic in Scientific American". He received his Ph.D. in Systems Science from the University of California, San Diego.

Sunil Issar, Convergys

Sunil Issar leads the VUI and speech science team at Convergys. Earlier he was a faculty member in the School of Computer Science at Carnegie Mellon University, where he worked on speech recognition and natural language understanding systems. He also spent a few years in the IBM speech business.

Igor Jablov, IBM

As program director for IBM's multimodal and voice portal initiatives, Igor Jablov leads a worldwide team focused on developing and marketing speech technologies in support of the company's On Demand strategies. His responsibilities include extending speech to perform enterprise transactions as well as enabling multimodality, which allows business and consumer end users to intuitively access and search for information and media no matter where they are. Additionally, he serves as a business mentor for IBM's Extreme Blue internship program and represents the company on the board of directors for the VoiceXML Forum, an industry group driving an open standards-based vision of speech computing. Previously, Jablov held positions with IBM's Pervasive Computing, PartnerWorld,

Global Industries and Microelectronics divisions. He holds a bachelor's degree in computer engineering from the Pennsylvania State University and an MBA from the University of North Carolina.

Marie Jackson, Intervoice/Edify

Marie Jackson directs Intervoice's marketing strategy, programs and product integration. With more than 20 years of marketing experience, she has been instrumental in implementing high-impact branding strategies leveraging speech technology in the enterprise market. Jackson holds a Masters of Business Administration from the Graziadio School of Business and Management at Pepperdine University and a Bachelors degree from the University of California at Berkeley.

Nancy Jamison, Jamison Consulting

Nancy Jamison is an independent consultant specializing in speech technologies, voice processing, contact centers and computer telephony integration. Her 25 years of industry experience include five as a Principal Analyst at Gartner Group/Dataquest, and 13 as a brand manager for call and voice processing at ROLM/IBM/Siemens. Jamison holds a BS in Linguistics from UC Berkeley.

David Jaramillo, IBM

David Jaramillo is a senior software engineer in IBM Software Group, Embedded Voice Solutions Development in Boca Raton, Florida. He has worked with IBM for over 15 years. His current assignment is Technical

Lead for the Multimodal Development group and also customer advocate/evangelist for Multimodal Speech Development. Jaramillo has worked on the Embedded ViaVoice development teams in the areas of telematics and handhelds for various embedded platforms and operating systems. He received a Master's degree in Computer Science from Florida Atlantic University.

Gregory Johnson, TELUS National Systems

Gregory Johnson is program manager of Internal Speech and IVR solutions for TELUS Communications, Inc., Canada's second largest telecommunications provider. Johnson's team is responsible for the development and support of speech applications for TELUS' Contact Centers (both customer self-serve applications and call routing for 2500 agents) and workforce automation applications for 5500 field service technicians (both speech and multi-modal). Johnson has been with TELUS for ten years, and has spent the last four focused on enterprise speech technologies.

John P. Joseph, Envoy Worldwide

John Joseph manages worldwide marketing, including corporate and marketing communications, product management and marketing, and all 3rd party marketing for Envoy Worldwide. He has more than 15 years of experience building and marketing revolutionary software, including both consumer and business-to-business products. Prior to Envoy Worldwide, Joseph held

senior marketing roles with Kurzweil Applied Intelligence, Inc. and Lernout & Hauspie Speech Products, where he led more than 20 product development and launch efforts. He has an MBA from the MIT Sloan School of Management, an MS in Electrical Engineering from the University of Southern California, and a BS in Electrical Engineering from MIT.

Lizanne Kaiser, Genesys Telecommunications Laboratories Inc

Lizanne Kaiser is Senior Principal Consultant at Genesys Telecommunications Laboratories Inc focusing on strategic speech solutions in contact center environments. Specializing in Voice User Interface design and usability testing, she has designed award-winning speech applications, presents and publishes regularly in the field, and holds a Ph.D. in Linguistics from Yale University.

Dimitri Kanevsky, IBM

Dimitri Kanevsky is a research staff member at IBM Thomas J. Watson Research Center. He holds 85 patents and has a "Master Inventor" status. He is a finalist of 2005 Word Technology Award for IT-Software. His conversational biometrics based security patent was recognized by MIT, Technology Review, as one of five most influential patents for 2003.

Mobeen Khan, Metaphor Solutions

Mr. Khan is the COO for Metaphor Solutions, a company focused on developing and marketing packaged speech recogni-

tion solutions for customer and personal service. His background and experience include senior operational roles and strategic and financial planning in technology related businesses, including CEO/founder of Inzigo, (speech); strategy consulting, Mitchell Madison Group (telecom); VP Business Development, LinkShare (Internet software); Strategy & Technology Group BellSouth Interactive. Khan has an MBA from Columbia Business School, MSEE and BSEE in Communications and Computer Engineering from Rutgers University.

M. Salahuddin Khan, NAVTEQ Corporation

Salahuddin Khan is senior vice president of technology & development, and CTO at NAVTEQ Corporation -- a leading global provider of digital maps. He has been instrumental in helping NAVTEQ identify industry developments and implement new technologies. He holds a B.S. in Aeronautics and Astronautics from University of Southampton, England.

Yoon Kim, Novauris Technologies

Yoon Kim is currently the CEO at Novauris Technologies. Prior to joining Novauris, he co-founded NeoSpeech, Inc., a speech technology startup in the Silicon Valley. He was with the Speech Technology and Research (STAR) Laboratory at SRI International, and Center for Computer Research in Music and Acoustics (CCRMA) at Stanford University. Kim has also served as a member of the ETSI STQ Aurora DSR Standards

Workgroup. Kim has more than a decade of industry and research experience on many aspects of speech technology and solutions for embedded, network and distributed environments, and has published numerous publications, patents, and international standards-related specifications on advanced speech technology for mobile and multimodal applications. Kim holds a Ph.D. in Electrical Engineering from Stanford University.

John Kirst, TuVox

John Kirst has a wealth of experience in the voice processing industry. Prior to TuVox, Kirst was a co-founder of Edify Corporation and has held several other senior management positions including: Senior VP of World-wide Marketing, VP of Asia Pacific Sales and Director of Channel Sales. He holds an MBA from Dartmouth College and an undergraduate degree in Economics from Stanford.

Vytas Kisielius, Adepra

Vytas Kisielius has served as president of Adepra's American operations since December 1999. He is responsible for worldwide sales, marketing and strategic direction. Before joining Adepra he held positions at Frontec AMT Inc. and IBM Corporation. He holds a BA from Princeton University and a MBA from Harvard Business School.

Albert Kooiman, Microsoft

Albert R. R. Kooiman is a group product manager in the Speech Server group at Microsoft Corp, responsible for the co-operation with partners. He and his team work to support partners build-

ing applications on the Speech Server platform. With eight years of experience in the telephony speech industry, Kooiman has been involved in a wide spectrum of available solutions. He has worked with customers worldwide on projects creating telephony-only and multimodal speech enabled information systems, personal call assistants, customer care solutions and value-added service voice portals.

Ilan Kor, NICE Systems

Ilan Kor is a speech analytics product manager for NICE Systems. He previously served as a team leader for NICE Systems, helping Contact Centers accommodate to the globalized high availability market and delivering NICE high redundancy solutions. Kor is responsible for delivering NICE speech analytics into the enterprise and to the Contact Center market. In his current role, he serves as a spokesman of how speech can bring a new wealth of information into the enterprise to drive business performance by extracting insights from interactions. Kor has been working for NICE since July 2000.

Sunil Kumar, V-ENABLE

Sunil Kumar leads the innovative speech search technology solutions group at V-ENABLE aimed towards deploying speech search solutions on mobile phones. Kumar holds a Masters Degree in Computer Science from University of New Hampshire and a B.S. from University of Delhi.

Todd Kuoni, Intrinsic Research

Todd Kuoni's career focus since 1993 has been in marketing,

development, selling and consulting on integrating speech recognition technology into health care applications. He has held positions with various companies including Dragon Systems, Inc. where he initiated and launched the Developer Program/Dragon SDK and at Talk Technology, as Vice President of Sales.

Cliff LaCoursiere, CallMiner

Cliff LaCoursiere is a founder and senior vice president of business development at CallMiner. He leads the company's strategic partner and channel initiatives that have cemented CallMiner's leadership position with best-of-breed quality management and workforce optimization vendors. CallMiner provides software applications and tools that uniquely enable companies to mine hours of recorded call center agent and customer interactions.

Ken Landoline, SaddleTree Research

Ken Landoline is VP and principal analyst at SaddleTree Research. With a focus on emerging technologies and high-growth communications markets, Landoline's 20+ year career has included positions with research firms such as Dataquest, GIGA Information Group and the Robert Frances Group. He has also held management and marketing positions with Siemens, Pacific Bell, Fujitsu America and AT&T. Landoline holds a BA degree in Economics from Rutgers University and an MBA from Seton Hall University.

Tom Latinovich, Jingle Networks

Prior to founding Jingle Networks, Tom Latinovich provided strategic and investment consulting to companies in the wireless industry. Formerly, Latinovich was a general partner at Sage Hill Partners, a Cambridge, MA based venture capital firm where he served as vice president of business development for several portfolio companies. Previously, Latinovich led business and product development and for Excite@Home's targeting, profiling and targeted advertising operation and led business development and sales for @Home's ecommerce group. Prior to Excite@Home, Latinovich was a vice president and chief economist at Farallon Investments, developing predictive mathematical modeling technologies for the national grocery and consumer packaged goods industries.

James Larson, Intel

James A. Larson is chairman of the W3C Voice Browser Working Group and manager of Advanced Human Input/Output at Intel Corporation. He is a columnist for Speech Technology Magazine and co-program chair for SpeechTEK. He is the author of "VoiceXML Guide", a home study course available from www.vxmlguide.com

Mark Levinson, VoxMedia Consulting

Mark Levinson is president of VoxMedia Consulting. His many years in software and telecommunications have included director-level positions at SpeechWorks (now part of Nuance). He founded VoxMedia in 2002 to offer speech technolo-

gy consulting and design services. He holds S.B. and Sc.D. degrees from MIT, and an MBA from Boston University.

Steven Lewis, AT&T

Steven Lewis is a Ph. D. psychologist with broad experience in touchtone and speech telephone user interfaces who currently design natural language interactive voice services for AT&T's VoiceTone offer.

Steve Liese, Carrius Technologies

Steve Liese is director of product marketing for Carrius Technologies, Inc. He has 20 years of experience with companies including Rapid5 Networks, Alcatel, and NEC America. Liese has considerable experience working with both carrier and solution developer market segments, and holds a BSEE from the University Of Notre Dame.

Jim Logan, Vocollect Inc

Jim Logan has 16 years of experience in the industrial application of speech technologies and over 25 years experience in corporate and entrepreneurial product research, development and delivery. Since 1997, Logan has been "starting things" at Vocollect. First products. Then product lines (headsets). Now new ventures. Logan holds 7 patents.

Scott Maddux, AgileTV

Scott Maddux is VP of Product Marketing for Agile TV. Maddux has more than 14 years experience bringing new consumer technologies to market. His team leads product strategy, definition, consumer research and marketing for AgileTV's

voice recognition products and services. Maddux's prior experience includes product design and development for Riffage, Zowie Entertainment, IDEO Product Development, Hasbro Interactive, and Apple Computer.

Oleg Maleev, Speereo Software

Oleg Maleev received a M.S. and Ph.D. Degree from the Baltic State Technical University (BGTU) in 1994 and 1997 respectively. Since 1997 he was the Head of Speech Informatics Group and lecturer at BGTU. From 1998 to 2000 he was the Chief of Speech Technologies Department at Titan Technology. Since 2000 he is the Vice President, Research & Development, at Speereo Software UK. His research was in the field of speech and speaker recognition, speech synthesis and compression.

Ellen Connor Mangan, Fidelity Investments

Ellen Connor Mangan is a principal usability specialist at Fidelity Investments in Boston, MA. She holds an undergraduate degree in Irish Studies from Boston College and a MS in Human Factors & Information Design from Bentley College. She conducts strategic research into Web, phone, and application usability.

Rob Marchand, VoiceGenie Technologies Inc.

Rob Marchand brings more than 20 years of experience in the telecommunications industry to his position as VoiceGenie Technologies Inc.'s Senior Director of Product Management. Marchand rep-

resents VoiceGenie on the VoiceXML Forum Board of Directors, and the Forum's Technical Council. He is a member of the VoiceXML Forum Education Committee, and writes the online column 'First Words' for the electronic magazine VoiceXML Review (www.voicexmlreview.org). He has also represented VoiceGenie on the W3C Voice Browser Working Group, and is a frequent speaker at industry events.

Jeff Marcus, Nuance

Jeff Marcus is currently technical leader for tuning and analysis tools at Nuance. He has been in the speech recognition field since 1984, holding positions at Nortel Networks, SpeechWorks, ScanSoft, and Nuance. Marcus holds a PhD from MIT.

Edwin Margulies, Telephony@Work

Edwin Margulies is COO at Telephony@Work, makers of multi-channel contact center solutions for telcos and outsourcers. Margulies also co-founded Sterling Audits, a firm dedicated to best practices in service automation. He is the author of 17 high-tech books and inventor of numerous telecom and Internet-based patents.

Judith Markowitz, J. Markowitz Consultants

Judith A. Markowitz is co-chair of the VoiceXML Biometric SIG. She's recognized internationally as a leading analyst in speech and speaker recognition. She is president of J. Markowitz, Consultants and Technology Editor of Speech Technology Magazine. She's on the editorial review board of the IJST, the

advisory board of the International Biometric Industry Association, and co-chair of the VoiceXML Biometric SIG.

Marie Meteer, BBN Technologies

Marie Meteer's team is responsible for bringing the Avoke Call Director to market, which is an innovative application allowing callers to speak naturally to an open prompt: "Please tell me, briefly, the reason for your call today." Before moving into the commercial market, Meteer managed more than 50 researchers in algorithm and system development of speech recognition, topic identification, telephone dialog systems, and information extraction from text. Meteer received her Ph.D. in Computer and Information Sciences from the University of Massachusetts in 1990.

Valentine Matula, Avaya

Val Matula is the Director of Multimedia Technologies Research at Avaya. He and his team contribute to Avaya's research in streaming video interfaces, natural language dialogue technology, VoiceXML, acoustics, digital ink, and self-service systems. He has 18+ years of experience while at Avaya Labs and its predecessor, Bell Labs. Matula earned his Ph.D. in Systems & Control Engineering from Case Western Reserve University, Cleveland, OH, and his M.S. Engineering from the University of MI. He is a member of the Association for Computational Linguistics, and the IEEE, IEEE Signal Processing and IEEE Communications Societies.

Merrit Maxim, Nuance

Merrit Maxim has worked in the enterprise software industry for more than 8 years in a variety of marketing, product management, and business development roles. Presently, Maxim is Product Manager for Dictation Solutions at Nuance Communications, a leading provider of speech and imaging solutions for businesses and consumers around the world. In his current role, Maxim helps direct Nuance's dictation product strategy and works closely with healthcare organizations that are looking to eliminate the high cost and long turnaround time associated with manual transcription of patient information by migrating to speech recognition based solutions.

Steve McElderry, Cisco Systems

Steve McElderry manages a product marketing team within Cisco's Customer Contact Business Unit. His focus is on leveraging IP technology to enable voice and multimedia communications and to developing the technologies, protocols, and products that enable Customer Interaction Networks. McElderry holds a BSEE degree from the Illinois Institute of Technology.

Jenni McKenzie, Intervoice/Edify

Jenni McKenzie is a VUI designer at Intervoice. She has extensive experience with multiple speech recognition environments. She has design efforts for many complex speech applications across various domains. In addition to design, she frequently contributes to all facets of the usability testing program at Intervoice.

Bill Meisel, TMA Associates

Bill Meisel is president of TMA Associates, a speech-industry consulting and publishing firm (www.tmaa.com). Meisel writes Speech Recognition Update and Telephone Strategy News newsletters and is the author of influential speech-recognition market studies. Meisel obtained his B.S. in Engineering from Caltech and his M.S. and Ph.D. in Electrical Engineering from USC.

Piyush Modi, IP Unity

Piyush Modi is an expert in advanced speech processing platforms and applications. For 10+ years he's championed ASR and TTS development. He holds several patents and serves on speech processing standards committees. He has a Ph.D. in EE/CE from Rutgers, MScS - University of Tennessee, BSEE - IIT, Banaras Hindu University. He is a frequent speaker on speech technology.

Michael Moore, West Corporation

Mike is a senior member of the West Professional Services team. His responsibilities include speech application analytics, voice user interface (VUI) design, usability analysis and testing, and designing integrated applications that incorporate speech/touch-tone and live operator support. In addition to his expertise in call automation, Moore also has 8 years of call center experience and has been involved in virtually every aspect of call center management.

Tim Moynihan, Intel

As director of product marketing for the Intel® Communications

Infrastructure Group, Tim Moynihan provides strategic product marketing direction and drives acceptance of Intel® telecommunications products in both the enterprise and service provider market segments. He also oversees the company's involvement in speech standards bodies, including the World Wide Web Consortium's VoiceXML initiative and the SALT Forum, and serves as spokesperson for the Intel perspective on the speech market segment. Moynihan joined Intel from Inter-Tel/Executone Information Systems where he was director of product marketing for computer telephony products. He also served as senior manager for the company's computer telephony platform. Previously, Moynihan held several marketing management positions in the computer distribution and consumer goods businesses. Moynihan received his MBA degree from Purdue University and his BA degree from the College of the Holy Cross in Worcester, MA.

Todd F. Mozer, Sensory Inc.

Todd F. Mozer is President, CEO, and Chairman of Sensory, Inc., a leading supplier of chips and software for embedded speech recognition applications. Mozer has spent over 20 years in the field of speech technology, and worked in Silicon Valley high tech companies in positions of sales, marketing, product development and general management. Mozer received an MBA from Stanford University and bachelors degrees from UC Santa Barbara.

Hardy Myers, Applied Voice & Speech Technologies, Inc.

Since taking the reigns of Sound Advantage in 2001, Myers has transformed the business into AVST, now a leading supplier of advanced speech-enabled unified communications. He has a degree from Georgetown and more than 18 years of profit and loss and financial management experience in telecommunications, automotive, aerospace, defense and public accounting.

Tom Neary, Nortel

As director of Portfolio Brand Management, Tom Neary is responsible for global Business Management, Go-to-Market Planning and Product Marketing for Contact Center, Self Service and Unified Messaging. Neary drove the Nortel Applications Center launch in June of 2005 which received major acclaim from industry analysts and consultants. Nortel's Self Service portfolio has led the global industry hands-down for the past three years. Tom has 15 years experience as a leader in Product Development, 12 of those with Periphonics and Nortel which have been spent dedicated to leading development of Nortel's self service solutions (IVR, Speech Solutions & CTI). His technical expertise, combined with an understanding of customer needs drive Tom to help customers apply technology and applications in order to meet their business goals and achieve marketplace success. Neary received a Bachelor of Engineering in Electrical Engineering and Computer Science from the State University of New York at Stony Brook.

Stan Nowak, Silverlink

As president and CEO, Stan Nowak is responsible for defining Silverlink's strategic direction and achieving overall execution milestones. He is focused on driving major sales opportunities and building strategic relationships. Nowak is a company founder and brings over 15 years of general management experience. He has a MBA from Harvard Business School and a BA from Harvard College.

John Oberteuffer, Fonix Corporation

John Oberteuffer is the Chairman, Advisory Committee at Fonix Corporation. He is a member of the Board of Directors of AVIOS. He was the founder and editor of the speech industry newsletter ASRNews. He received his Ph.D. in physics from Northwestern University in 1969.

Sean O'Connell, Cisco Systems

Sean O'Connell is a Marketing Manager/IP Communications, Product & Technology Marketing Organization with Cisco Systems. His industry experience and background is focused on leveraging IP technology to enable voice and multi-media communications.

Dave Offen, Benetech

Dave Offen was an early software developer at Apple Computer, and also held senior development roles at Computer Curriculum and S3. A large part of his career has been devoted to the social applications of technology, from co-founding Community Data Processing to managing and developing adaptive technology for people with disabilities at

Telesensory and Arkenstone. Offen holds an MS in Computer Engineering from Stanford.

Eduardo Olvera, Syntellect Inc.

Eduardo Olvera is a Senior Speech Technology Analyst with Syntellect Inc., a global leader in live and self-service solutions. As a senior member of Syntellect's speech practice, a proven leader in the industry, with over 100 successful speech solutions delivered, Olvera has designed Spanish and English language voice user interfaces for such industry leading corporations as Avon Products, National City Mortgage, GE, Motorola, Chevron, Suncoast, Nevada Power and Sierra Pacific Power.

Ron Owens, Intervoice/Edify

In his work for Intervoice, Ron Owens has interfaced with some of America's top companies and participated in the development and implementation of highly sophisticated speech recognition applications and VRU (voice response unit) systems. He has led the implementation and integration of advanced speech solutions within Intervoice since the inception of the group. Owens holds B.S. and Masters' degrees in Business Administration from Old Dominion University in Virginia. As VP of professional services for Intervoice, Owens is a well-respected expert in the telecommunications and banking industries, and has been an invited speaker on advanced speech recognition applications at numerous industry events and consulted in numerous published articles.

Stephanie Owens, *Speech Technology Magazine*

Stephanie joined the AmComm team in July 2004 and is responsible for the content of *Speech Technology Magazine* as well as STM's NewsBlast. She holds a bachelor's degree in English from Morehead State University. A native Kentuckian, Stephanie enjoys horse-back riding, reading and gymnastics.

Greg Pal, Tellme

Greg Pal joined Tellme in June 2000. He is responsible for Tellme's financial services product strategy and generating measurable business results and competitive differentiation for Tellme's financial services clients. Prior to Tellme, Pal was a Technology Manager at Digitas where he worked with FOR-TUNE 500 clients including Unilever, FedEx, and AT&T. In addition to founding his own Internet consulting firm, Pal has held various positions with IBM, Fidelity Investments, and Fannie Mae. Pal received his bachelor's degree from MIT and his MBA from Harvard.

Mary Parks, Nuance

Mary Constance Parks, Voice User Interface Designer, Nuance, has 22 years' experience working in applied linguistics, the last six designing voice user interfaces for speech and multimodal products and a range of applications, including health care, Internet and tech support applications. She has a Bachelor's degree in Cross Cultural Communications and a Master's in General Linguistics.

Chris Passaretti, Nortel

Chris Passaretti is manager of Software Development at Nortel.

Nortel is a leading global provider of innovative Multimedia Application Solutions. In his role Passaretti is responsible for overseeing Nortel's Multimedia Applications software development including cross-product and next-generation solutions architectures. Passaretti and his team of innovative software development engineers, focus on emerging technologies such as VoiceXML, Call Control XML, and Advanced Speech Solutions. A native of Long Island, N.Y., Passaretti earned an M.B.A. in Computer Science from Polytechnic University and a B.S. degree in Applied Math & Statistics/Computer Science from SUNY at Stony Brook.

Craig Peddie, Nuance

Craig Peddie, with more than two decades of international mobile and consumer electronics device experience, is the Vice President and General Manager of the Embedded Speech Solutions business for Nuance Communications. In this role, Peddie is responsible for the continued growth of Nuance's speech applications in mobile device and automotive markets. Specifically, he is working to accelerate the adoption of speech solutions by device manufacturers and achieve broad acceptance and usage by end-consumers who will interact with speech-powered mobile devices to dial their phones, search for directory listings, voice-navigate MP3 playlists and much more. Prior to Nuance, he served as Vice President and General Manager of Tegic Communications, a leading provider of predictive text input software and a wholly owned subsidiary of America

Online, Inc. Peddie also held management positions at Motorola, most recently serving as general manager of Motorola's Lexicus Division, focused on the development and licensing of user interface technology including embedded speech recognition applications.

Roberto Pieraccini, Tell-Eureka

Roberto Pieraccini is a speech technologist with more than 25 years in research and commercial speech applications. Until he joined Tell-Eureka in August 2005, Pieraccini managed the Conversational Interaction Technology department at the IBM Thomas J. Watson Research Center. Before that, he led the Natural Dialog group at SpeechWorks (now Nuance). In 1990, he joined the Speech Research Group at AT&T Bell Labs and later AT&T Labs. Pieraccini's career started at CSELT (now Telecom Italia Lab) after he completed his doctoral degree in engineering from the Università degli Studi di Pisa, Italy.

Melanie D. Polkosky, IBM

Melanie D. Polkosky, Ph.D., CCC-SLP is a social-cognitive psychologist and Senior Human Factors Psychologist for IBM, with expertise in social cognition and usability measurement. Maria Rosa Brea-Spahn, M.S., CCC-SLP is a doctoral candidate in cognitive psychology and Human Factors Psychologist for IBM, with expertise in Spanish linguistics and language measurement.

Bruce Pollock, West Corporation

Bruce Pollock is Director, Strategic Technology Solutions at

West Corporation. He manages West's speech recognition and professional services activities. Pollock has experience in the IVR and speech recognition field across a range of disciplines. His writings have been published in numerous industry journals including *Speech Technology Magazine*, *Energy Customer Management*, *Contact Professional Magazine*, and others. Pollock has also been cited in *The Economist* and several other leading publications. He has also served as a panelist and moderator at technology and other vertical industry forums. Before joining West, Pollock co-founded and managed a speech recognition startup company and, prior to that, held management positions in the transportation, government and financial services sectors. Pollock is Chairman of the Board of Directors of the VoiceXML Forum and serves on the Board of Directors of the Applied Voice Input-Output Society (AVIOS). He holds an MBA Degree from the Ivey School at the University of Western Ontario.

Steve Pollock, TuVox

Steve Pollock has a track record of successfully building organizations, conceiving and launching products, managing product portfolios, and managing competitive strategies in highly complex markets. Pollock has held numerous executive positions at companies such as Edify Corporation, Portera Systems, Claris Corporation, and DoveBid. Pollock has a Stanford MBA.

Mark Potvin, Pronexus Inc.

Mark Potvin is the Manager of Quality Assurance and Technical

Support. He has over 15 years working on bleeding edge R&D, for Microsoft, Corel, and Cognos in various positions. He has spent the last 5 years at Pronexus working on telephony tools. The focus has been on bringing cost effective speech recognition to small enterprise IVR deployments. Potvin is also the trainer for all Pronexus product lines and has been presenting for several years.

Prashanta Pradhan, West Corporation

Prashanta Pradhan is a senior member of the West Professional Services team. His primary focus is speech recognition tool design and development processes, with emphasis on Statistical Language Model (SLM) – based speech recognition. Pradhan has been with West for seven years, where his key focus has been to provide leadership in speech recognition and related technologies. He holds a Bachelors Degree in Computer Science and engineering from the University of Nebraska at Lincoln and is also a member of the VoiceXML Forum Tools Committee.

Patti Price, PPrice Speech and Language Technology

Patti Price is a consultant in speech and language technology, specializing in educational applications. She has over 20 years experience in developing and transferring speech and language technology, including the founding of three companies (Nuance Communications, BravoBrava! and Soliloquy Learning).

Elka Popova, Frost and Sullivan

Elka Popova is widely recognized as an expert in IP communica-

tions and enterprise solutions with her primary expertise being in voice over Internet protocol (VoIP) services and speech technologies and applications. She has authored studies on wholesale long distance voice services, hosted IP telephony service, speech technology and application, and unified messaging solution markets.

Michael Pust, LumenVox

Michael Pust is one of the leading developers, researcher, and mathematician for LumenVox. In the three years he has been with LumenVox, he has lead and continues to work on improving the accuracy, functionality, and predictability of LumenVox's Speech Recognition Engine.

Dave Raggett, W3C

Dave Raggett works for the World Wide Web Consortium on assignment from Canon, and is responsible for W3C's work on multimodal interaction, and previously for work on HTML, XForms, Voice Browsers, and HTTP (in the IETF). His goal is to bring multimodal interaction to the Web.

Anand Ramakrishna, Microsoft Speech Server

Anand Ramakrishna is the architect for Microsoft Speech Server, where he is responsible for the overall technical direction of the product. He has worked at Microsoft Corporation for over six years, where he has played various technical leadership roles on the Internet Explorer and Database Access teams. Prior to his current position, Ramakrishna was the VP of Engineering at a knowledge management software startup.

He was also the co-founder of a Web services-based company that was acquired by BEA Corp. He has over 10 years of experience in the software industry.

Randal Rand, LumenVox

Randal Rand is a Speech Application Developer at LumenVox. He oversees the development of new applications, evaluation of existing applications for improvement, and the creation of large and natural language grammars for the LumenVox Speech Recognition Engine.

Mark A. Randolph, Motorola

Mark Randolph is Fellow of the Technical Staff and Director of Technology Planning at Motorola where he is currently focused on technology strategy in the area of mobile applications, content, and services. Since joining Motorola in 1995, he has worked in a variety of R&D roles, including Director of Technology for the business unit that launched VoiceXML. Prior to joining Motorola, Randolph was Member of Technical Staff at AT&T Bell Laboratories in Murray Hill, NJ. His research focused on various topics in speech technology, including automatic speech recognition, computer-generated speech synthesis, and computational linguistics. Randolph has a Bachelors in Electrical Engineering from Georgia Institute of Technology, S.M. and Ph.D. degrees in Electrical Engineering and Computer Science from MIT, and an M.B.A. from University of Chicago Graduate School of Business. Outside of Motorola, Randolph currently serves as

President of AVIOS – the Applied Voice Input/Output Society and he is a Director of the VoiceXML Forum.

Krithi Rao, Frost and Sullivan

Krithi Rao's primary area of expertise is in the enterprise voice, unified messaging and telephony-based speech technology markets. Other areas of coverage include the IVR Market, Enterprise Headset Market, and Email and Groupware Markets. Primary responsibilities include contribution to the enterprise communications subscription service and provision of market knowledge in consulting projects for clients.

Rick Rappe, Vocal Laboratories

Rick Rappe serves as VP of Business Development for Vocal Laboratories, providing usability and satisfaction testing of customer care services. His background includes telco COO and CEO of a regional cellular carrier, where he learned that quality customer care is often the most important contributor to a business' success.

Mark Rayburn, DemandVoice

Mark Rayburn, founder of DemandVoice, has over 18 years of experience in the IVR industry and specifically in the VoiceXML hosting business for over five years. A leader in the telephony community, Rayburn collaborates with key players in the industry to promote the advantages of voice technology and the adoption of standards such as VoiceXML and SIP. Before creating DemandVoice, Rayburn most recently served as Director of Advanced Technology for CPT

International where he introduced VoiceXML technology to the company and championed developing a standards-based voice hosting service.

Ken Rehor, Vocalocity

Ken Rehor is chief architect of Vocalocity, Inc. where he leads standards strategy and product architecture. He currently serves as Chair of the VoiceXML Forum, Chair of the Forum's Conformance Committee, and Co-Chair of the Speaker Biometrics Committee. As a long-standing member of the W3C Voice Browser Working Group, Ken is co-author of VoiceXML 1.0, 2.0, 2.1, 3.0 and CCXML 1.0. He previously was a member of the Bell Labs Research team at Lucent Technologies where he co-developed the first web-based telephony platform, PhoneWeb in 1995. He holds seven U.S. and international patents in telecommunications and speech technologies. Rehor earned an M.S. in Electrical Engineering and Computer Science, and a B.S. in Electrical Engineering from the University of Illinois at Chicago.

Alexander I. Rudnicky, Carnegie Mellon University

Alex Rudnicky's interests include dialog and learning-based spoken language systems. He is a Principal Systems Scientist in the Computer Science Department at Carnegie Mellon University and on the faculty of the Language Technologies Institute. He serves on the boards of the Applied Voice Input-Input Society (AVIOS) and of SIGdial.

Peter Ryan, Datamonitor

Peter Ryan is based in Montreal and heads Datamonitor's Canadian research team. He has authored numerous widely-read reports on voice business. Ryan has presented at such events as SpeechTEK West 2004 & 2005, Langtech 2003 in Paris, Voice Business Summit 2005 -Australia and Call Center Forum 2005 -Johannesburg.

Joel Lynn Sargent, Premiere Global Services

Joel Lynn Sargent is VP of Marketing, Notifications for Premiere Global Services, a world leader in enterprise communication solutions using voice and speech, e-mail, fax and SMS. She has over five years experience in the speech industry, launching NetByTel's speech applications in 2000, and heading global marketing and product management at Glenayre Technologies, where she introduced speech-based messaging applications for wireless carriers.

Thomas B. Schalk, ATX

Thomas B. Schalk is Vice President, Voice Technology at ATX, a leading telematics service provider with customers that include Mercedes-Benz and BMW. Schalk is responsible for guiding ATX's voice technology vision. He leads a group that focuses on developing speech-enabled telematics services that have high value to the driver and minimize driver distraction. Improving user experience for telematics services is an ongoing activity. Prior to joining ATX, Schalk was the CTO of Philips Speech Processing, and the CTO of Voice Control Systems. He has over twenty years of experi-

ence in the speech recognition industry. He received his Ph.D. from the Johns Hopkins School of Medicine and his B.S. in Electrical Engineering from the George Washington University.

K. W. (Bill) Scholz, Ph.D., Unisys Corporation

Bill Scholz is the Solution Management Architect Director responsible for speech and dialog management technology for the global telecommunications industry. He co-founded the Speech and Natural Language initiative at Unisys in the early 90's and managed the design and development of an integrated tool suite for building dialog applications. He has been responsible for advanced technology development and the custom engineering of speech and multi-modal applications, and serves as the corporation's spokesman for speech and service creation technology. He holds a doctoral degree in Cognitive Science from Indiana University.

Paul Schultz, Verizon

Paul Schultz is a Principal Engineer leading Verizon's Speech Solutions platform and applications development with the implementation of VoiceXML-based speech recognition infrastructure and numerous Verizon customer speech and Internet applications. Schultz has patents in telecommunications and Voice User Interface design and has been a speaker at V-World speech conferences.

Hank Schuyler, speech2data

Hank Schuyler is CEO of speech2data. Hank co-founded MarCom Technologies in 1990, building MarCom into a TOP

50 teleservices company. In 1996, MarCom merged with Communications Services Group, Inc(CSG). Schuyler assumed the position as President and CEO of CSG and its five operating companies which had combined revenues of over \$90 Million. After its sale to SR Teleperformance, a French public company, Schuyler then returned to his role as CEO of speech2data, the new company that retained the key technology assets from MarCom.

Vlad Sejnoha, Nuance

Vlad Sejnoha, Nuance's chief scientist, works with the company's business and R&D organizations on technology and product strategy, with a particular focus on emerging technologies. Prior to joining Nuance, Vlad held positions at Lernout & Hauspie and Kurzweil AI, where he was responsible for creating core technology for a number of commercially successful speech recognition products. Sejnoha has over 20 years experience in the field of speech recognition.

Nava Shaked, ALM Liam Ltd.

Nava Shaked is the head of telecome and speech industry consulting group: ALM Liam Ltd. She obtained her PhD from CUNY graduate school in the area of NLP and worked in leading research labs in the US and Israel. Specializing in speech technologies, Shaked is offering hands on assistance for technology assessment and project integration opportunities from both the technological and business aspects. Shaked is the chairperson for AVIOS Israel.

Adeeb Shanaa, Voxify

Adeeb Shanaa is a veteran enterprise software executive with significant management and technology expertise. As CEO, Shanaa has responsibility for Voxify's operations, strategic direction, and vision. Shanaa has served as CEO of Anubis and VP Corporate Strategy at Personify. An MIT graduate, Shanaa has spoken at numerous conferences including SpeechTEK and DM Review.

RJ Sharp, InquireTec Software LLC

RJ Sharp is a systems analyst in the Silicon Valley, with several years of experience in developing desktop applications for the enterprise. He is also the founder of InquireTec Software LLC, a provider of speech interface tools for use with 4th Dimension systems.

Tony Sheeder, Nuance

Tony Sheeder has over 15 years experience in dialog design for interactive applications ranging from games and interactive narrative to automated customer service and call routing applications. He has an MFA from Columbia University, and his background is in writing for film and television.

Phil Shinn, Genesys Telecommunications Laboratories

Phil Shinn got his PhD in Linguistics, and has been building speech recognition applications for more than 20 years. He's the founder of the Voice User Interface Designer yahoo group(groups.yahoo.com/groups/vuids) and the biometrics group (groups.yahoo.com/groups/biometrics). He has four patents and

has given more than 20 papers and presentations. He is currently Principal Consultant with the Voice Services Group of Genesys Professional Services.

Glen Shires, Intel

Glen Shires, Principal Engineer at Intel's Digital Enterprise Architecture and Planning Group, specializes in system-wide architecture of web, video, speech, and telephony integration. He co-authored SALT and contributed to W3C Voice and Multimodal, and IETF standards groups. Shires co-invented the Distribute Voice User Interface. For his Master's thesis, he developed a speech recognition engine.

Roberto Sicconi, IBM

Roberto Sicconi has an M.S and PhD degree from Politecnico Di Milano, Italy, in image processing applied to new CAD techniques. He joined IBM Italy in 1985 to work on multimedia platforms, DSP-based front-ends for speech recognition, satellite Internet data broadcasting, cryptographic systems for data security, videoconferencing system for laptops. Sicconi joined the T.J. Watson Research Center in 2000, where he currently manages development of exploratory prototypes of conversational and multimodal user interfaces with a special focus on cars.

Marketta Silvera, Apptera, Inc

Marketta Silvera is the Chief Executive Officer of Apptera, Inc as well as board member and past president of AVIOS. Speech industry pioneer since 1988:

- President, Votan Corporation, leader in early voice recognition technology development Silicon

Valley. Worked with Bell Labs, RBOCs and major telecommunications providers;

- President/COO, VoiceCom Systems, leading voice messaging, IVR systems provider, acquisitions, quadrupled revenues in two years;
- Chairman/CEO/President, Pilot Network Services, network-based Internet security company. Took company public, built to market cap of approx. \$1 billion.
- B.S. in Economics, Turku, Finland.

Tom Smith, MCI

Tom Smith is Senior Manager of MCI Speech Solutions product management. He is a 15-year veteran of MCI, with previous stints in Financial Operations and Pricing & Promotions, as well as product management responsibilities in long distance, wireless, and messaging. He has led MCI's speech product management team since 2001.

Erin Smith, Syntellect Inc.

Erin Smith is Senior Speech Analyst at Syntellect, specializing in usability and design. She has led design for numerous projects, covering many different industries. Smith also plans and manages usability testing for all speech applications at Syntellect.

Mark Stallings, IBM

Mark Stallings has a decade in this industry and has worked voice projects around the globe, successfully launched two IVR consulting companies, worked as a solutions architect for Edify's professional services, and currently works for IBM Business Consulting Services on one of the largest speech recognition projects in North America.

Klaus Stanglmayr, Philips Speech Recognition Systems

Klaus Stanglmayr is Senior Product Marketing Manager. Stanglmayr joined Philips Speech Recognition Systems 10 years ago, at first as a Product Manager and later as the Senior Product Marketing Manager focusing on strategic initiatives, market research, and customer & market needs. Stanglmayr speaks around the world on a regular basis, and is a sought after speaker on the practical and future use of speech technology.

Don Steul, Apptera Inc.

Don Steul has spent 13 years in the software industry and has been a leading advocate of customer service solutions for the last seven years. He joined Apptera in 2002 and today leads the company's products and services team. Previously, Steul spent four years at Genesys Telecommunications Laboratories Inc., a subsidiary of Alcatel, where he helped develop multi-channel customer interaction management solutions.

Holger Stoltze, VoiceObjects

Holger Stoltze brings more than 10 years experience in the voice market, working with companies like Philips Speech Processing, SpeechWorks International and Brooktrout Software. Stoltze was intimately involved in the development of industry wide known applications, including voice portal applications both in the telecommunications field as well as in the service provider environment, travel information applications and banking applications. Stoltze holds a Ph.D. in Computer Science from the Aachen University of Technology.

Bernhard Suhm, EIG Inc.

Bernhard Suhm is a Senior Consultant at EIG with over 13 years of experience in speech recognition and interface usability. He joined EIG from the Commercial Call Center Solutions group at BBN Technologies. His work focuses on design and usability consulting services for speech and touchtone interfaces. At BBN he worked on bringing BBN's advanced speech technologies to commercial markets, including natural language call routing and audio mining. Prior to working at BBN, he spent several years with Interactive Systems Laboratories at Carnegie Mellon and Karlsruhe Universities on research in multilingual speech translation and multimodal interfaces. He received his Ph.D. in Computer Science in 1998 from Karlsruhe University (Germany) for his research on multimodal error correction. Suhm has co-authored several patents, and published papers on design and deployment methodologies, speech interface usability, multimodal interaction, speech-to-speech translation and statistical language modeling.

John Tallarico, Nuance

John Tallarico is Nuance's Senior Manager for Directory Products. In this role, Tallarico is involved in identifying the strategic and tactical direction for the company in the designated product areas. He works closely with Application Development, Sales and Business Development to design products and enhancements that meet specific application needs globally. Prior to joining ScanSoft, Tallarico worked for Priority Call Management, a subsidiary of the

SEMA Group, as the Director of Product Management for the Unified Communications and Calling product lines. Before that, Tallarico worked at Glenayre where he was the Director of Product Management for the Enhanced Services product line. Tallarico has a BA from Western Connecticut State University and an MBA from the University of New Haven.

Scott Taylor, Nuance

Scott Taylor joined SpeechWorks (now Nuance) in August 1999 to create the applications engineering team, a worldwide team of consultants who assist customers with identifying, planning, and delivering speech applications. Taylor has over 18 years experience deploying customer-facing voice and data applications to FORTUNE 500 enterprises and telecommunications companies. Prior to joining SpeechWorks, he ran North and South American Professional Services for ADC Software Solutions, a division of ADC telecommunications, and was responsible for delivering OSS solutions for voice to wireless carriers such as Sprint PCS and AT&T Wireless. Taylor graduated with a B.S. in Systems Analysis from Miami University (of Ohio).

Chad Theriot, AudioScribe Corp.

Chad Theriot is the President and CTO of The AudioScribe Corporation. He has 21 years experience in designing, developing and implementing specialized software applications for companies across the United States. Theriot often speaks at events around the world to educate legal professionals about speech

recognition technology for the court reporting industry.

David Thomson, SpeechPhone

David Thomson chairs the VoiceXML Forum Tools Committee. With 20 years of experience developing and deploying speech technology products, Thomson is also SpeechPhone CTO. SpeechPhone, a service provider, hosts a voice activated receptionist. Thomson has ten U.S. patents and has published over 20 technical papers on speech processing.

Ann Thyme-Gobbel, Nuance

Ann Thyme-Gobbel has close to 20 years experience in speech R&D, design and product development, the last 6 years designing speech user interfaces and doing usability testing for a range of customers. She has a Ph.D. in Linguistics and Cognitive Science.

Keith Topel, Bank of America

Keith Topel currently manages the group responsible for Bank IVR Systems including Customer Experience, Call flow & scripting, call routing and IVR Reporting. He also oversees implementation. Topel's background includes 20 years in Call Center (Technology and Business side) including Switch maintenance; Voice Engineering; Call center Supervision; Data analysis; Call Routing. BA, Cal State Northridge.

Raj Tumuluri, Openstream Inc.

Raj Tumuluri is principal of Openstream, and has been leading the multimodal and mobile applications development at Openstream. With over 17 years experience in speech, mobile and

multimodal technology development, he is currently associated with W3C's Multimodal Interaction and VoiceBrowser working groups. His current research focuses on improving accuracy & usability of mobile applications using multimodality.

Gail Toti, Envov Worldwide

Gail Toti has been in the Voice Industry for over 18 years. Toti has both platform and application expertise. Currently the Director of Sales for Professional Services at Envov Worldwide. Toti has an MBA from Anna Maria College.

Steve Tran, BeVocal

As a BeVocal co-founder, Steve Tran was a key player in establishing the company as a leading provider of voice information and entertainment services to wireless carriers such as Virgin Mobile and Cingular Wireless. Tran then led BeVocal's expansion into call automation and voice commerce services for mobile operators. He has also worked at Cadence Design Systems, Petrie Parkman & Co and Compaq Computer Corporation. He has a MBA from The Amos Tuck School at Dartmouth College and a bachelor's degree in Electrical and Computer Engineering from Rice University.

Darla Tucker, Intervoice/Edify

Darla Tucker is responsible for the delivery of custom speech applications including front end requirements analysis and solution design. Her responsibilities include the technical management of the project delivery teams and providing technical mentoring for all speech applications being delivered to

Intervoice customers. She has 9 years experience in application design and deployment.

Kirti Vashee, Language Weaver

Kirti Vashee, VP of Sales and Marketing at Language Weaver, has more than 25 years experience in successful enterprise software marketing, including background with small entrepreneurial as well as larger technology companies such as EMC, Dow Jones and Legato. He has extensive worldwide reseller channel building experience. Vashee received his MBA from Case Western Reserve University.

Dottie Verkade, Aetna

Dottie Verkade is head of Aetna's Service Innovations group, part of the company's National Customer Operations, Claim and Call Quality Services. In this role, she oversees two of the company's leading self-service tools -- Aetna Navigator™, the company's secure self-service member Web site, and Aetna Voice Advantage, Aetna's speech-enabled, interactive voice response system. Verkade has extensive experience in managing large, complex application projects, deployments and process reengineering. She joined Aetna in 1984 as an Information Technology Project Manager in the Personal and Financial Services Division. She gained additional operations experience through other roles at Aetna, including Business Process Reengineering Consultant, Member Services Desktop Manager, Operations Call Management Head, Member Services Program Head, and Project Manager on the team that led the integration of Prudential HealthCare into Aetna.

Piergiorgio Vittori, Loquendo

Piergiorgio Vittori is area manager for the Americas Region at Loquendo. His responsibilities include Loquendo business plans, strategy, marketing and sales activities. He is in charge of establishing key contacts with potential partners and customers, driving VAR/OEM/JMA agreements. He has a rich background of experience embracing both technical and marketing and sales activities and holds a master in Electronic Engineering from "La Sapienza" university in Rome.

Kenneth Waln, Intervoice/Edify

Kenneth Waln directs Intervoice's engineering operations in California. Previously, Waln was CTO and a co-founder of Edify and patent co-inventor of Edify's flagship product. Waln holds a Masters degree in Electrical Engineering from Stanford University and a Bachelors degree from the University of California at Davis.

Tim Walsh, Walsh Media

Tim Walsh, President and Founder of Walsh Media, has over 18 years in professional voice solutions recordings for the Telecommunications and Call Center industry. His background includes 10 years in the recording and entertainment industry prior to starting Walsh Media. Walsh has presented to many user groups and call center industry forums about the human factors and best practices and how the voice of the applications impact user acceptance. He has worked and consulted with many high profile companies assisting in developing a branding and consistency with scripting and voice applications

including IVR and speech recognition. Walsh has a B.S. in marketing from Illinois State University.

Hans Wang, Fortemedia

Hans Wang brings to Fortemedia over 15 years of experience in the semiconductor industry. Prior to joining Fortemedia, he was Director of Sales at Tonbu, focusing on System-On-Chips. Before Tonbu, he spent seven years in various marketing and management positions at National Semiconductor.

Keith Ward, Product Support Solutions, Inc.

As CTO of Product Support Solutions, Inc., Keith Ward has consulted with over one hundred companies on NextGen IVR, Speech Solutions and the network/Web services infrastructure that will drive new self-service applications. Prior to starting PSS in 2003, Ward was the West Coast Support Manager for Customer Self-Service platforms at Nortel Networks.

Richard Weerts, 411XML®

Richard Weerts has been involved in the electronic and online directory information business for seven years. Before founding 411XML®, he was the Chief Operating Officer of 555-1212.com, Inc., a subscription-based consumer and business online and XML service provided telephone company based directory assistance. He also has experience working directly with all types of business customers of directory data, including XML Web Service consumers, batch and custom HTML interfaces. Platform integration experience includes IVR, Web and Call Center systems.

Robert Weideman, Nuance

Robert Weideman leads the global marketing, product marketing and product strategy teams for ScanSoft's Productivity Applications division. From 1999 until 2001 Weideman was vice president of marketing for the Adobe Systems' portfolio company Cardiff Software, playing an instrumental role in the invention of LiquidOffice™ and establishing the W3C XForms XML standard. From 1991 to 1999, Weideman was vice president of marketing for TGS.com, helping to establish the Internet 3D standard VRML, and to deliver the world's first 3D browser, WebSpace™ Navigator. From 1984 to 1991, he held senior product and marketing management positions at Computer Associates International.

Mark Wheeler, Symbol

Mark Wheeler joined Symbol's Industry Solutions team in 2004. Wheeler brings 22 years of Supply Chain Execution experience with IBM and Henry Schein. At IBM, Wheeler held numerous positions in supply chain logistics. He led a national consulting practice responsible for the design and integration of automated warehouse solutions. In this capacity he led re-engineering and implementation projects for numerous manufacturing, wholesale and retail clients. As Director of Engineering and systems at Henry Schein, a Fortune-500 healthcare wholesale distributor, Wheeler was responsible for the warehouse facilities, processes and technology globally.

Scott Wieder, Brooktrout Technology

Scott Wieder is a Director of Market Development for Brooktrout Technology. He is responsible for the strategy and positioning of Brooktrout's enterprise voice business. He has over 15 years experience in marketing and sales with several networking companies, including 3Com, Sitara Networks and Racal Datacom. Wieder holds a bachelor's degree in electrical engineering from Washington University in St. Louis and masters' degrees in electrical engineering and management from Northeastern University and the MIT Sloan School, respectively.

David Williamson, USAF

After receiving his B.S.E. in Human Factors Engineering from Wright State University in 1981, David Williamson began working as a Crew Systems Engineer at Wright-Patterson AFB investigating the use of automatic speech recognition for military application. He received an M.S. in Engineering Management from the University of Dayton in 1995.

Tiemo Winterkamp, VoiceObjects

Tiemo Winterkamp is VoiceObjects' co-founder and Vice President of Strategy & Market Research. Previously, he held several management positions at MicroStrategy and joined their U.S. Voice Portal venture team in 2000. Before that, he worked for Informix, Software AG and Ingres. Winterkamp holds a masters degree in Computer Science from the University of Kaiserslautern, Germany.

Silke Witt-Ehsani, TuVox

Silke Witt-Ehsani is Director of the VUI Design and Speech Science Practice at TuVox. She has over 10 years of experience in speech technology, ranging from speech recognition algorithm development to the design of numerous leading-edge speech dialog systems. Witt-Ehsani holds a PhD in speech recognition from Cambridge University, England.

David Yoo, Tellme Networks

David Yoo serves as a GM and Product Director for Tellme Networks, in the Directory Services business unit. Yoo is responsible for new product initiatives and partnerships that will transform the directory services, beyond a name and number. Prior to Tellme, David ran the Principal Products Group at PayPal, an eBay, Inc company.

Moshe Yudkowsky, Disaggregate

Dr. Moshe Yudkowsky has twenty years' experience in high-technology industries, including speech recognition, text-to-speech, and biometrics. He is president of Disaggregate, a consulting company that helps companies create, understand, and apply revolutionary technology. His book "The Pebble and the Avalanche: How Taking Things Apart Creates Revolutions," is available from Berrett-Koehler.

Matthew Yuschik, Convergys Laboratories

Matt Yuschik is a Human Factors Specialist at Convergys Labs in Cincinnati, OH. He is currently investigating MultiModal User Interfaces (MMUIs) which combine speech, graphics and the

keyboard at the user's desktop, and addressing key issues of modal integration and user modality preferences. Yuschik previously worked at Comverse Network Services to design, develop and perform Usability Tests on Voice Controlled Voice Mail, a first in-the-world network-based service that is deployed in the US and numerous European countries and languages. His Dialog Model for this VUI has received 2 patents. Matt also was a lead UI designer at Ameritech Services where he help developed a first-in-the-network TTS service for Reverse Directory Assistance. He has a PhD in Electrical Engineering with strengths in DSP and Natural Language Processing, and has been on the AVIOS Board of Directors for 8 years.

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