

Morning and Luncheon Keynotes are in Grand Ballroom, Salon A

8:30 a.m. – 9:45 a.m.

WELCOME & OPENING KEYNOTE ■ The Customers Speak Out! ■ *Bill Meisel, President, TMA Associates*

TRACK A ■ Continental Ballroom 4
CONTACT CENTER AUTOMATION

10:00 a.m. – 11:00 a.m. **A101** Providing Quality Customer Service with Speech Automation

11:15 a.m. – 12:15 p.m. **A102** Speech Application Development Options & Standards

12:15 p.m. – 1:30 p.m.

1:30 p.m. – 2:30 p.m. **A103** Best Practices in User Interface Design: What Managers Need to Know

2:45 p.m. – 3:45 p.m. **A104** Choosing & Integrating a Speech Platform

3:45 p.m. – 4:00 p.m.

4:00 p.m. – 5:00 p.m. **A105** Speaker Authentication: Biometrics over the Telephone

5:00 p.m. – 7:00 p.m.

TRACK B ■ Continental Ballroom 5
SPEECH APPLICATIONS FOR REPORT CREATION & PC CONTROL

B101 Voice Portals: The Return of the Voice Web?

B102 Business Directories & Advertising

LUNCH BREAK

B103 Searching Audio & Video Sources on the Web

B104 Mobile Directory & Information Services

COFFEE & NETWORKING BREAK

B105 Content Delivery in Voice and Audio Search

WELCOME RECEPTION IN EXHIBIT HALL

TRACK C ■ Continental Ballroom 6
SPEECH APPLICATIONS FOR SPECIFIC PLATFORMS & NEEDS

C101 Wireless Phones & PDAs

C102 Consumer Electronics

C103 Automotive Speech Solutions: Telematics & Control

C104 Making Employees More Efficient

C105 Speech-Enabled Auto Attendants

8:30 a.m. – 9:30 a.m.

KEYNOTE ■ Bringing Voice to the Mobile Consumer ■ *Mike McCue, CEO & Co-Founder, TellMe Networks*

TRACK A ■ Continental Ballroom 4
CONTACT CENTER AUTOMATION

9:30 a.m. – 10:00 a.m.

10:00 a.m. – 11:00 a.m. **A201** IT Meets Telephony: Integrating Speech & IP Standards

11:15 a.m. – 12:15 p.m. **A202** Monitoring & Tuning Telephone Speech Applications

12:15 p.m. – 1:30 p.m.

1:30 p.m. – 2:30 p.m. **A203** Flexible Dialogs & Natural Language in Customer Services

2:45 p.m. – 3:45 p.m. **A204** Voice Hosting Options

3:45 p.m. – 4:15 p.m.

4:15 p.m. – 5:15 p.m. **A205** Contact Center Applications: Case Studies

5:30 p.m. – 7:30 p.m.

TRACK B ■ Continental Ballroom 5
SPEECH APPLICATIONS FOR REPORT CREATION & PC CONTROL

B201 Voice Search, Audio Search, & Marketing

B202 Automated Directory Assistance

B203 Backing Up Voice Portals with Agents

B204 Advertising and the Telephone

B205 The Role of the Telephone in Marketing & Sales

TRACK C ■ Continental Ballroom 6
SPEECH APPLICATIONS FOR SPECIFIC PLATFORMS & NEEDS

C201 Unified Communications: The Risks and the Payoff

C202 Speech Features in Unified Communications

C203 Personal Assistant Services & Voice Portals

C204 Information Services for Consumers

C205 Microphone Integration

COFFEE & NETWORKING BREAK IN THE EXHIBIT HALL

LUNCHEON KEYNOTE Sponsored by  ■ Rich Media in the Enterprise ■ *Laurent Simoneau, CEO, Coveo*

COFFEE & NETWORKING BREAK IN THE EXHIBIT HALL

EVENING RECEPTION ■ Plaza Room

8:30 a.m. – 9:30 a.m.

KEYNOTE ■ Speech Leads the Way ■ *Jeffrey Rayport, Chairman, Marketspace LLC, & Former Professor, Harvard Business School*

TRACK A ■ Continental Ballroom 4
CONTACT CENTER AUTOMATION

9:30 a.m. – 10:15 a.m.

10:15 a.m. – 11:15 a.m. **A301** Contact Center Deployment Options

11:30 a.m. – 12:30 p.m. **A302** Turning Audio Search & Speech Analytics into Business Intelligence

12:30 p.m. – 2:00 p.m.

2:00 p.m. – 3:00 p.m. **A303** Mixing Automation & Agents Effectively

3:15 p.m. – 4:00 p.m.

TRACK B ■ Continental Ballroom 5
SPEECH APPLICATIONS FOR REPORT CREATION & PC CONTROL

B301 Dictation & Report Creation

B302 PC Speech Applications

B303 Making PCs & Speech Communications More Accessible

TRACK C ■ Continental Ballroom 6
SPEECH APPLICATIONS FOR SPECIFIC PLATFORMS & NEEDS

C301 Creating a Multimodal Interface

C302 Innovative Speech Applications

C303 Specialized Applications for Specialized Needs

COFFEE & NETWORKING BREAK IN THE EXHIBIT HALL

ATTENDEE LUNCH IN THE EXHIBIT HALL

CLOSING KEYNOTE ■ Continental Ballroom 5 ■ Speech Applications & Technology Yesterday, Today & Tomorrow

Wednesday, February 21

Track D
Sponsored by


TRACK D ■ Imperial Ballroom A
TECHNOLOGY FOR CREATING & DELIVERING SPEECH SOLUTIONS

10:00 a.m. – 11:00 a.m.
11:15 a.m. – 12:15 p.m.
12:15 p.m. – 1:30 p.m.
1:30 p.m. – 2:30 p.m.
2:45 p.m. – 3:45 p.m.
3:45 p.m. – 4:00 p.m.
4:00 p.m. – 5:00 p.m.
5:00 p.m. – 7:00 p.m.

D101 Natural Language in Speech
D102 Delivering Telephone Speech Applications

TRACK E ■ Imperial Ballroom B
SOLUTIONS SHOWCASE
(See on-site addendum for details.)

E101 Hosted & Managed Solutions, Part 1
E102 Hosted & Managed Solutions, Part 2

LUNCH BREAK

D103 Voice User Interface Design Insights
D104 Speech Applications Tools in Telephony

E103 Customer Experience Analytics
E104 Text-to-Speech Demonstrations

COFFEE & NETWORKING BREAK

D105 Measuring & Improving Performance of Speech Applications

E105 Audio Hardware Solutions

WELCOME RECEPTION IN EXHIBIT HALL

SPEECH TEK UNIVERSITY
Continental Ballroom 1, 2 & 3

STKU 1
10:00 a.m. – Developing Applications
1:00 p.m. – Using VoiceXML

STKU 2
2:00 p.m. – User-Focused
5:00 p.m. – VUI Design

Thursday, February 22

Track D
Sponsored by


TRACK D ■ Imperial Ballroom A
TECHNOLOGY FOR CREATING & DELIVERING SPEECH SOLUTIONS

9:30 a.m. – 10:00 a.m.
10:00 a.m. – 11:00 a.m.
11:15 a.m. – 12:15 p.m.
12:15 p.m. – 1:30 p.m.
1:30 p.m. – 2:30 p.m.
2:45 p.m. – 3:45 p.m.
3:45 p.m. – 4:15 p.m.
4:15 p.m. – 5:15 p.m.
5:30 p.m. – 7:30 p.m.

D201 Voice User Interface (VUI) Design: Best Practices
D202 Voice Controls on PCs & Mobile Devices

TRACK E ■ Imperial Ballroom B
SOLUTIONS SHOWCASE
(See on-site addendum for details.)

E201 The Benefits of IP in Your Contact Center
E202 Development Tools: Features & Demos

COFFEE & NETWORKING BREAK IN THE EXHIBIT HALL

LUNCHEON KEYNOTE Sponsored by  ■ Rich Media in the Enterprise

D203 Multimodal Speech Applications
D204 Speech and Multimodal Standards

E203 Telephone Speech Application Delivery Platforms
E204 Speech Delivery Environments

COFFEE & NETWORKING BREAK IN THE EXHIBIT HALL

D205 Developments in Speech Technology & Standards

EVENING RECEPTION ■ Plaza Room

SPEECH TEK UNIVERSITY
Continental Ballroom 1, 2 & 3

STKU 3
10:00 a.m. – Developing Personalized Speech Applications
1:00 p.m. –

STKU 4
2:00 p.m. – Tuning Speech Recognition Systems
5:00 p.m. –

Friday, February 23

Track D
Sponsored by


TRACK D ■ Imperial Ballroom A
TECHNOLOGY FOR CREATING & DELIVERING SPEECH SOLUTIONS

9:30 a.m. – 10:15 a.m.
10:15 a.m. – 11:15 a.m.
11:30 a.m. – 12:30 p.m.
12:30 p.m. – 2:00 p.m.
2:00 p.m. – 3:00 p.m.
3:15 p.m. – 4:00 p.m.

D301 Multilingual & International Speech Applications
D302 Innovative Speech Applications & Technology

TRACK E ■ Imperial Ballroom B
VOICE USER INTERFACE (VUI) DESIGN

E301 Contrarian Views in VUI Design
E302 VUI Design & Usability

COFFEE & NETWORKING BREAK IN THE EXHIBIT HALL

ATTENDEE LUNCH IN THE EXHIBIT HALL

D303 Speaker Verification

E303 Special Topics in VUI Design

CLOSING KEYNOTE ■ Continental Ballroom 5 ■ Speech Applications & Technology Yesterday, Today & Tomorrow

SPEECH TEK UNIVERSITY
Continental Ballroom 1, 2 & 3

STKU 5
10:00 a.m. – Developing & Delivering Multimodal Applications
1:00 p.m. –