

SYSTEM TO PERFORM TEXTUAL QUERIES ON VOICE COMMUNICATIONS



CONTEXT

Textual communications let users to perform any standard action, such as read, view, forward and copy the text of the communication. However, users have the need to perform similar text searches on archived voice communications, such as voice calls and voice mails.

In this regard, this technology provides the possibility to return the audios with the searched word.

APPLICATIONS

Mainly, the scope of this technology is the telecommunications sector, where it can be implemented in applications such as:

CONTACT CENTER SOFTWARE

AUTOMATIC RESPONSE SYSTEMS

TV OR RADIO DATA STORAGE SYSTEMS

COMMUNICATION APPS

TECHNOLOGY SUMMARY

System and method to perform text searches in a voice communication, as we do in email or text messages. The matching of the query and the audios is based in a weighting of up to 3 different speech analysis: speech-to-text conversion, phone-me lattice and keyword identification technique.

It is a new tool on the voice communications field that applies to any communication using speech (telephone calls, teleconference, video calls and voicemails).

BENEFITS

IMPROVED TECHNIQUE: This is new technique on voice communications that performs text queries on voice communications.

HIGH VERSATILITY: It can be used to any speech communication.

BETTER QUALITY, Better accuracy on searches.

BETTER PERFORMANCE: It can be used to any speech communication.

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IP STATUS

Granted patent for Spain and Europe. Priority date: Jun 2012.

Patent application for US and International (Patent Cooperation Treaty). Priority date: Jun 2013.

TECHNOLOGY READINESS LEVEL & TIME TO MARKET

TRL 7: The technology was implemented and a pilot was run that demonstrated its technical viability.

TTM: This technology will be ready to be applied in any of the applications mentioned in 1 years.

ORGANIZATION PROFILE

This technology has been developed by a Spanish big private company in the field of telecommunications, with about 8.000M€ annual turnover.

BUSINESS OPPORTUNITY

Technology transfer by licensing.



KEYWORDS

TEXT QUERIES

SEARCHES ON VOICE COMMUNICATIONS

SPEECH TO TEXT

KEYWORD IDENTIFICATION

PHONEME LATTICE

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