

IEEE SCV Signal Processing Society

Date: March 8th 2004
Title: Telephony Speech Recognition Application Testing
Speaker: Zaydoon Jawadi, CEO of CoAssure, Inc

Location: National Semiconductor Credit Union Building (Building 31), 955 Kifer Rd., Sunnyvale (Near the intersection of Lawrence and Central Expressway);

Coordinates: N37deg 22.464' W122deg 00.272' (WGS84);
http://maps.yahoo.com/maps_result?ed=Lz2FO.p_0TpVKFWBuA124OtTr9dn&csz=Sunnyvale%2C+CA&country=us

Directions: Take 101 to Lawrence Expressway. Head south on Lawrence to Kifer (past Central). Turn right on Kifer. Go 0.5 miles on Kifer and turn right into the Credit Union parking lot. Entrance is on the back side of the building.

Time: 6:30pm: Fast Food & drinks (\$1 Donation Recommended towards Refreshments)
7:00pm: Announcement
7:05pm: Talks starts

Abstract:

Self-service automated speech-recognition and DTMF telephony applications provide convenient access to real-time information via the telephone, as well as cut costs by eliminating the need for call center assistance by representative. Application issues can result in customer dissatisfaction and unsuccessful self-service; furthermore, they can cause callers to opt for live agents, undermining the advantages and cost savings expected from the system. Therefore, comprehensive testing is essential for the success of such applications.

Prior to deployment and any time hardware or software upgrades, various testing and analysis of functionality and performance need to be conducted. Traditionally, dialog traversal, also called call flow, is verified manually. However, using automation, comprehensive, consistent, repeatable, automated testing can be achieved, along with cost savings.

Biography:

Zaydoon Jawadi is CEO of CoAssure, Inc. Previously, he was founder and chairman of Can Do, Inc., General Manager at Xyratex International, and founder and CEO of Zadian Technologies. Earlier in his career, he worked in engineering and engineering management in the computer and telecommunications industries. Mr. Jawadi holds an MS degree in Computer Science from Columbia University, NY.