



Professional Services Overview



Proven Experience, Exceptional Results.



Plan

Design

Develop

Tune

Text-to-Speech

Speech Recognition

Speaker Verification

Diagenix is passionate about good Caller Experiences. Inspired by the unbounded opportunities that speech technology offers, we are dedicated to helping our customers deploy superior conversational AI applications.



At the same time, we recognize that launching a successful conversational AI application requires more than award-winning tools and software. Our flexible professional services span needs assessment, UI Design, project consulting, development, implementation, optimization, training, and partner support to help our customers build really good, directed dialog or conversational AI applications that deliver exceptional results.

Designing, developing, and implementing speech applications requires specialized expertise that can be gained only through years of development, and hands-on experience with customers. We offer a set of best practices to handle even the most complex speech projects.



Flexible Services Offerings. We offer a broad range of services—all based on our proven methodology—from which clients can choose based on their project requirements and available resources.

Our approach. addresses all the critical and interrelated stages in the unique speech application development lifecycle—from defining caller, business, and system requirements through testing and tuning the application at each stage of the rollout—to make sure your speech solution yields optimal results.

Exceptional Results. Today IVR's are a mix of Directed Dialog and Natural Language Understanding applications that require a comprehensive understanding of caller behavior, patterns, and preferences, as well as ongoing optimization, to ensure superior usability. An iterative approach to designing, developing, testing, and optimizing speech applications—for each varies for every customer engagement.



BENEFITS OF CALLER EXPERIENCE SERVICES

- Gain peace of mind knowing that your speech application will be designed, developed, and optimized using industry best practices and a proven methodology for successful customer engagements.
- Leverage domain experts who specialize in designing, building and deploy an effective speech solution across a wide range of technology platforms.
- Accelerate application time-to-market by augmenting your resources with our speech experts—from creative UI designers, developers and testers.
- Engage in a highly collaborative relationship with us by working hand-in-hand with your organization to ensure that your speech application is tailored to your caller population and meets your performance expectations.
- Protect your investment by leveraging our Professional Services' technical know-how, modern UI design capabilities, commitment to industry standards, and discipline approach to speech application development and tuning.

Service Description



Conversational AI speech technology offers tremendous power and potential for self-service IVR applications. By freeing callers from the traditional constraints of legacy self-service IVR, speech opens many new possibilities for delivering a satisfying and much easier caller experience. At the same time, because speech is unbounded, the design and tuning of the user interface is critical to the success of your overall caller experience and ultimately your overall utilization of your speech application. Just as important is fully understanding the capabilities and limitations of your chosen tools and platforms used to build and run our speech applications.

Our UI Design Services allows you to complement your in-house application development and integration skills with our professional services to eliminate risk and simplify the design, development, and management of speech projects.

Our UI Design Services includes the review, recommendation and changes to the following:

- Business requirements which include user demographics
- Technical requirement
- Existing IVR scripts and Callflow
- Prompts
- Grammars
- System Functions
- Global Commands and Error Handling
- Personality, sound and feel (Persona)
- Conversational Modeling Analysis
- Directed Dialog Modeling
- User Interface Design
- Grammar Development
- Voice Recording
- Application Tuning

Conversational Requirements Analysis

Most engagements start with the process of defining business, caller, and system requirements or by reviewing an existing legacy IVR Application call flow and all associated documentation. This analysis combines effective business process analysis with a careful study of your caller population— including who they are and why they're calling. We then closely evaluate the tools that will be used to build your new speech application to ensure that the desired caller experience outcome can be achieved with the tools chosen. In some case we have found that a customer has chosen a tool stack that limits the viability of implementing certain critical speech inputs such as a complex alphanumeric string or the need to effectively capture someone's name and address. The findings of this research and analysis serve as the basis for the Conversation Requirements Specification, which details the functionality needs of your application, describes the dynamics of caller application interaction, and provides a high-level description of the desired system voice or "persona".

The Conversational Requirements Analysis is a critical first step in building an application that engages callers and results in high adoption rates—while staying within budgetary guidelines. By outlining conversation requirements and success criteria up front, this analysis ensures that you end up with an application that not only conducts a natural conversation with callers using language and choices they easily understand, but that also maps directly to specific business processes. The Conversation Model sets your project into motion with clearly defined objectives and drives subsequent phases to ensure that your application is optimized to meet the specified goals.



USER INTERFACE DESIGN

With the Conversation Requirements Analysis as a baseline, the design of your speech application can begin. UI designers from our PS team would begin work to determine optimal call flows, as well as the tempo and wording that would best guide and engage the caller in order to arrive at a UI design that satisfies both business requirements and caller goals.

GRAMMAR, INTENTS AND ENTITY DEVELOPMENT

Once the speech application design is complete, your in-house speech developers can begin to build and test the speech application—a process that starts with either grammar development or intents and entity development. Our PS team is available help your team develop either based on the use of the speech recognition engine's available within your tools (i.e Nuance Recognizer – grammar based) or speech to text engine (i.e. Google – Speech-to-Text STT) will recognize at any given point in the application. For especially complex speech applications, these development tasks become even more critical to ensuring and delivering a satisfying caller experience.



POC / USABILITY ANALYSIS

We also help with Proof of Concepts (POC) and usability studies, allowing you to identify and resolve any potential problems early—before the speech application goes live—to save valuable time and money. Since your call flows are a critical component of the speech application, it is important to test it repeatedly throughout the speech development lifecycle. If needed we will help recruit subjects who fit your caller profile to interact with the UI with the goal of assessing call flow, prompts, grammar, and more.

Once study participants are recorded and interviewed, the results are analyzed by our speech and UI design experts to determine ways to improve the speech application while it is still under development.

APPLICATION TUNING

Most speech applications are deployed in stages, and during each of these stages, Diagenix can monitor, tune, and optimize your application—including call flow, grammars, intents and entities, prompt recording, and word recognition—using data from your actual callers. By tuning your speech application as it is deployed, we can help you create a more robust speech service that offers a superior experience for callers.

Furthermore, Diagenix is always ready to lend a hand in maintaining your speech application to ensure long-term success. A variety of comprehensive support programs are available to meet your organization's needs and budget.

REQUIREMENTS/DEPENDENCIES

Services offered by Diagenix may require access to customer business and technical requirement documents, tools and back-end data dependencies depending on what level of engagement is required of Diagenix. Application tuning requires access to your entire tool stack and all associated call logs and call recordings.



About Diagenix Corporation

Diagenix offers leading-edge Conversational AI, speech, and security technologies from major corporations like Microsoft, Nuance, Google, Kore.ai, Cerence and Amazon, with over 25 years of experience in delivering tailored speech applications, voice biometric security solutions, integration software, digital chatbots, telephony platforms along with our Packaged Applications. These solutions empower businesses of all sizes to provide 24/7 access to information across various communication channels.

Since 2001, Diagenix has worked closely with our Partners as a vendor agnostic Conversational AI technology solution provider, Distributor and Reseller with more than 300 successful deployments across the US, Canada, and Mexico.

**For more information, visit www.diagenix.com
or call 1.888.425.66600**