



# How Conversational AI Will Impact Communications

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# Mission Statement

To deliver the most comprehensive, cost-effective, flexible portfolio of speech and voice technology.

Worldwide headquarters: San Diego, CA

# Conversational AI Market is on the Rise

\$32.62 billion by 2030 According to Allied Market Research

**30%**  
**savings**

Customer support costs



**BFSI**



**Retail**

**57% of businesses**

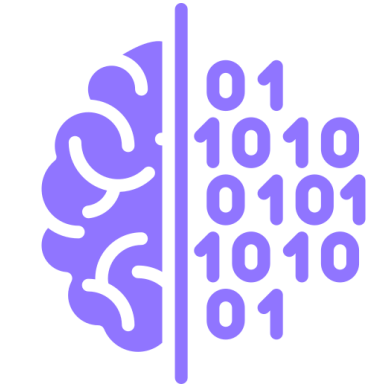
See significant ROI with minimal investment

**67%**

Increase in sales



**Contact Centers**



**Conversational AI**



**Travel & Hospitality**

**2.5B**

Customer service hours saved

# With All of the Benefits, There are Still Many Challenges

Subpar customer experiences and security concerns are impacting adoption of conversational AI



Performance



Language Support



Flexibility



Security & Privacy

# Conversational AI is Driven by Flexible Voice Technology

Successful Conversational AI Deployments Demand High Performing Speech Recognition Technology



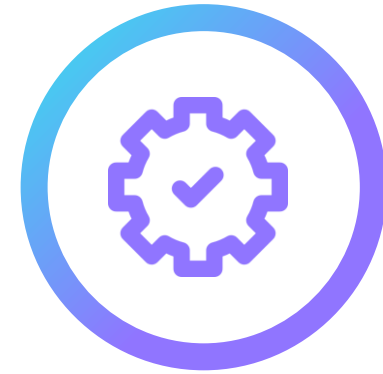
## Robust, dependable software

- Supports a diverse user base
- Supports a variety of applications
- Supports a variety of network interfaces/environments



## Work in any architecture

- Cloud & Multi-Cloud
- Premises & Hybrid
- Windows or Linux



## “Frustration Free”

- Easily adaptable to changes and enhancements without expensive, time-consuming professional services

# Better Customer Experiences with Conversational AI

More Users, More Applications Requires High Performing Voice Capabilities

## Must be Accurate

- Conversations are intuitive – recognition is vital to mass adoption
- Mitigate (or eliminate) latency

## Must be Flexible

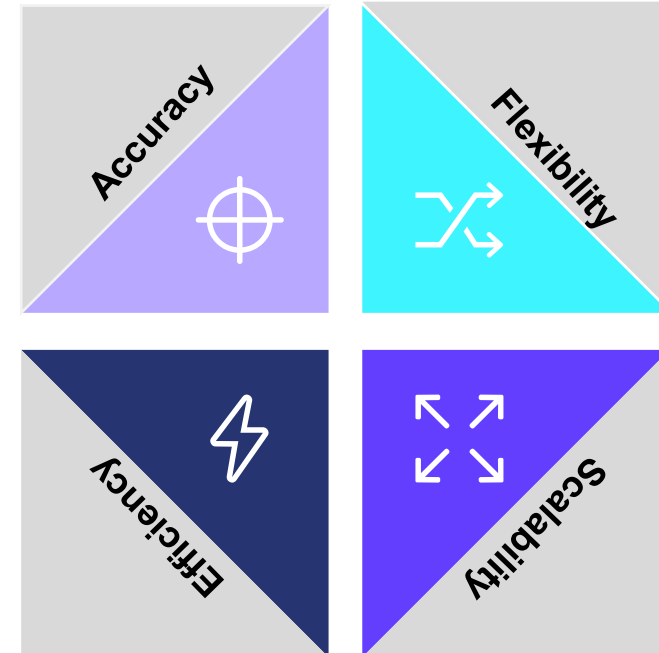
- One Language model must support all dialects - eliminate need to manage lexicons

## Must be Efficient

- Add, enhance and adjust models, grammars and words faster with tool sets

## Must be Scalable

- Support a broad user base for new & existing applications
- Easily extend to broader spectrum of speech capabilities



# Diversity Among a Growing User Base



Commercial application of core speech technology is expanding

- To serve to a broader base of speech applications
  - To serve a growing and increasingly diverse base of users
- 



Single language models need to accommodate all dialects

- To serve much larger and fragmented population of speakers
  - Dialect-specific models and lexicons are untenable
- 



Speech technology needs intuitive tools to support diverse user base

- Easily and seamlessly support more business applications
  - Premium on accuracy and scalability for new and growing use
- 



Growth, diversity and demand puts a premium on performance

- Today's speech technology will need to support future applications
- Expectation to perform with a wide and varied set of interfaces and environments



# Questions?

**Thank you for your time.**