

THE FUTURE OF LANGUAGE TECHNOLOGY

Unleashing the Potential of Language Data

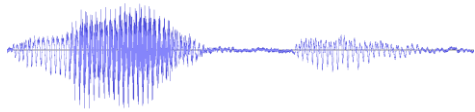

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October 10, 2024



Speech AI In Products



“yes i subscribed to the policy on march
fifteenth twenty twenty four”

“yes i subscribed to the policy on
2024/3/15”

Subscribed: Yes
Date: 2024/3/15

Speech

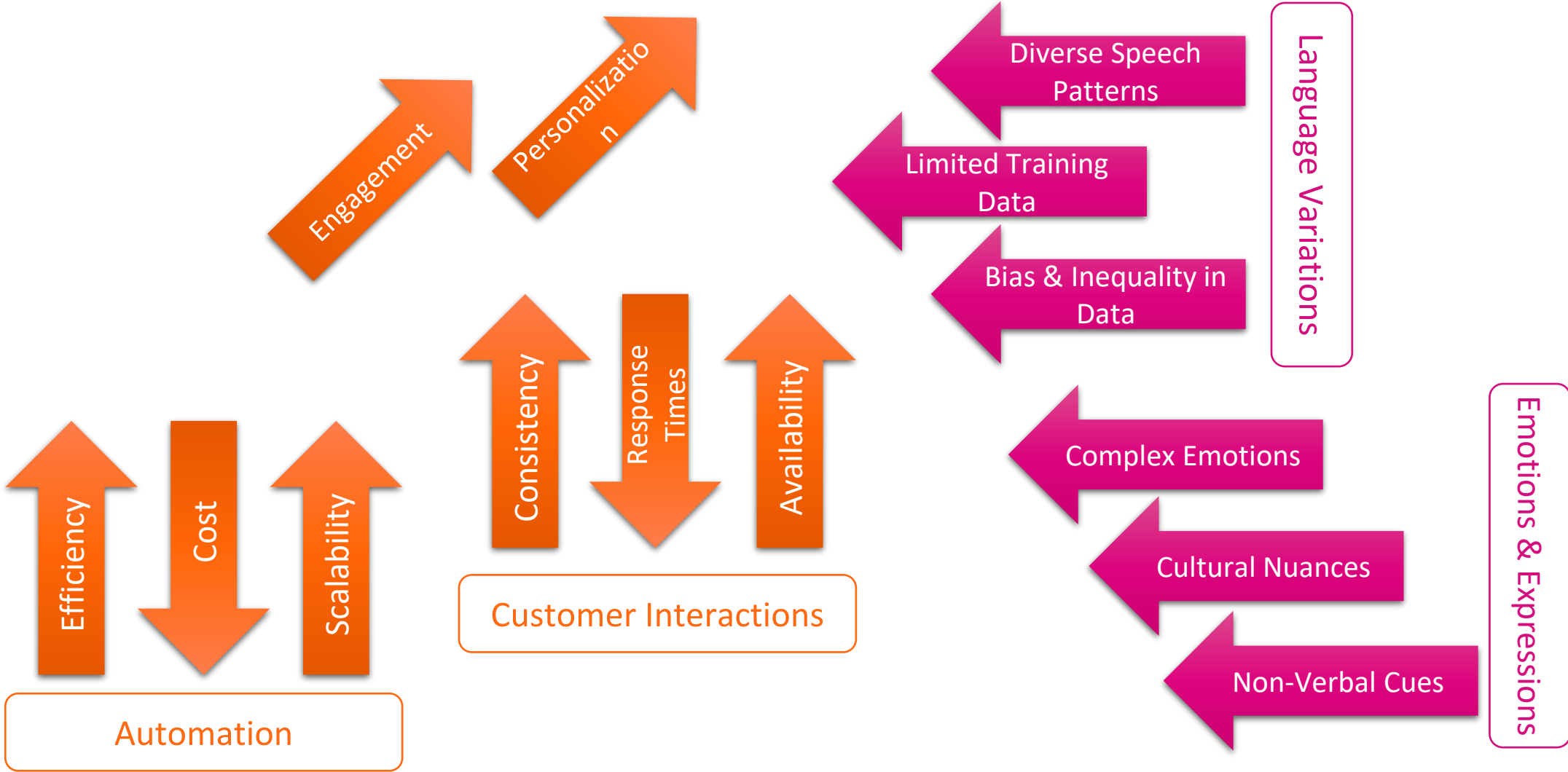
- ASR
- Speech activity detection
- Speaker diarization
- Language ID

transcription

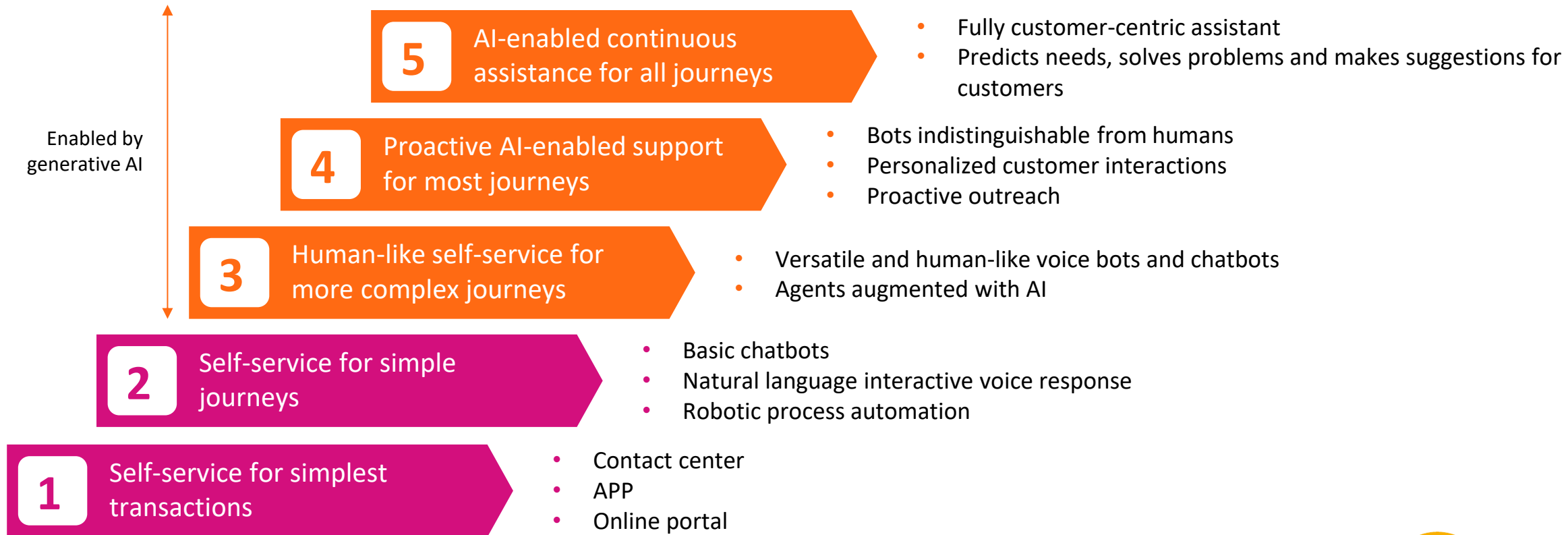
- Inverse text normalization
- Entities
- Intents
- Alerts
- Summary
- Redaction

Language expansion

Current State of Language Technology

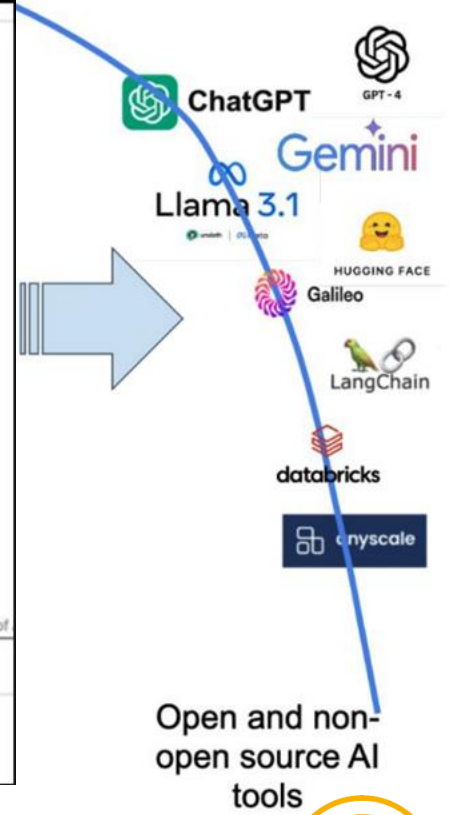
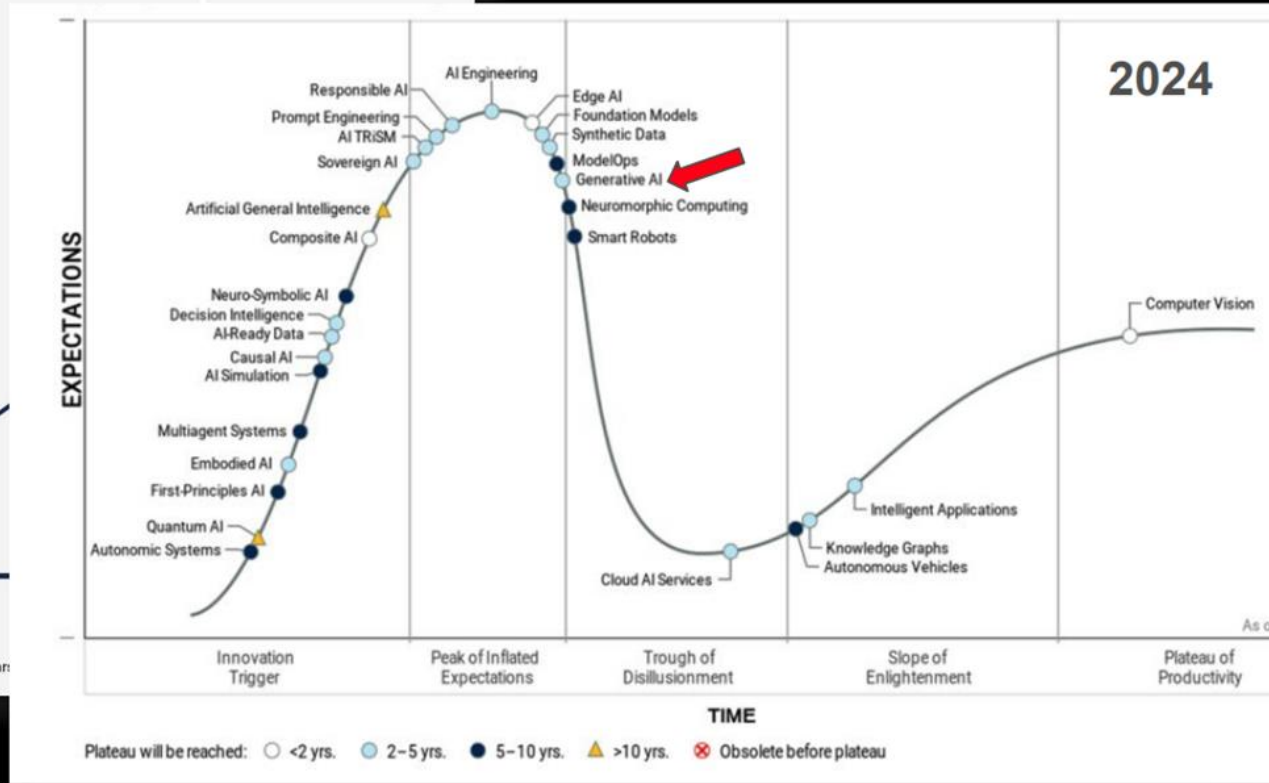
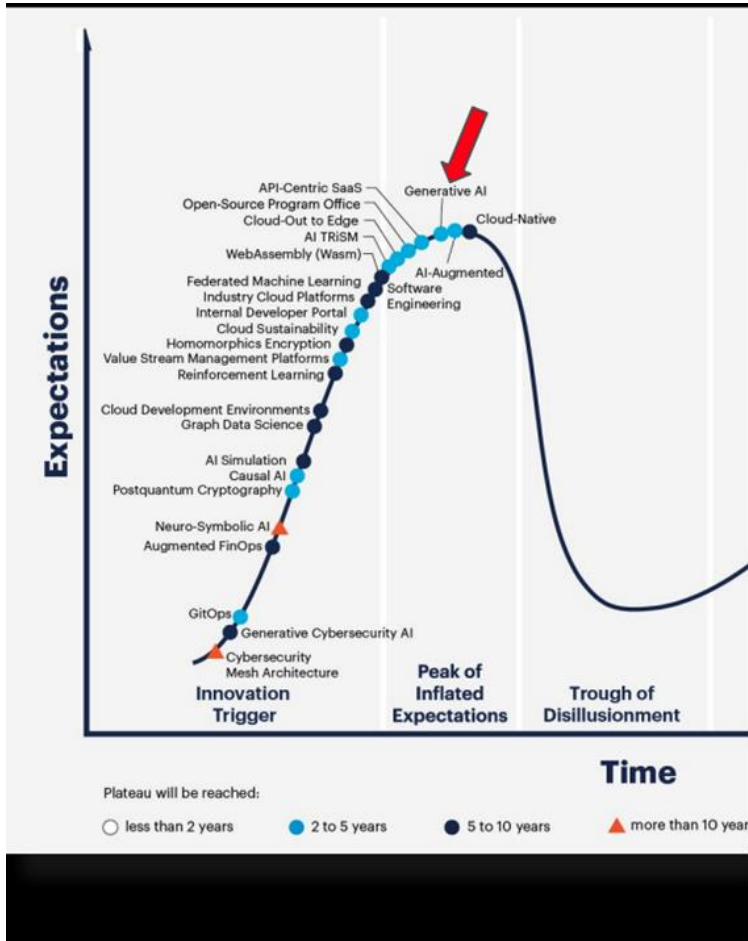


Generative AI already impacting the contact center



Source: BCG analysis

Democratization accelerating transformation

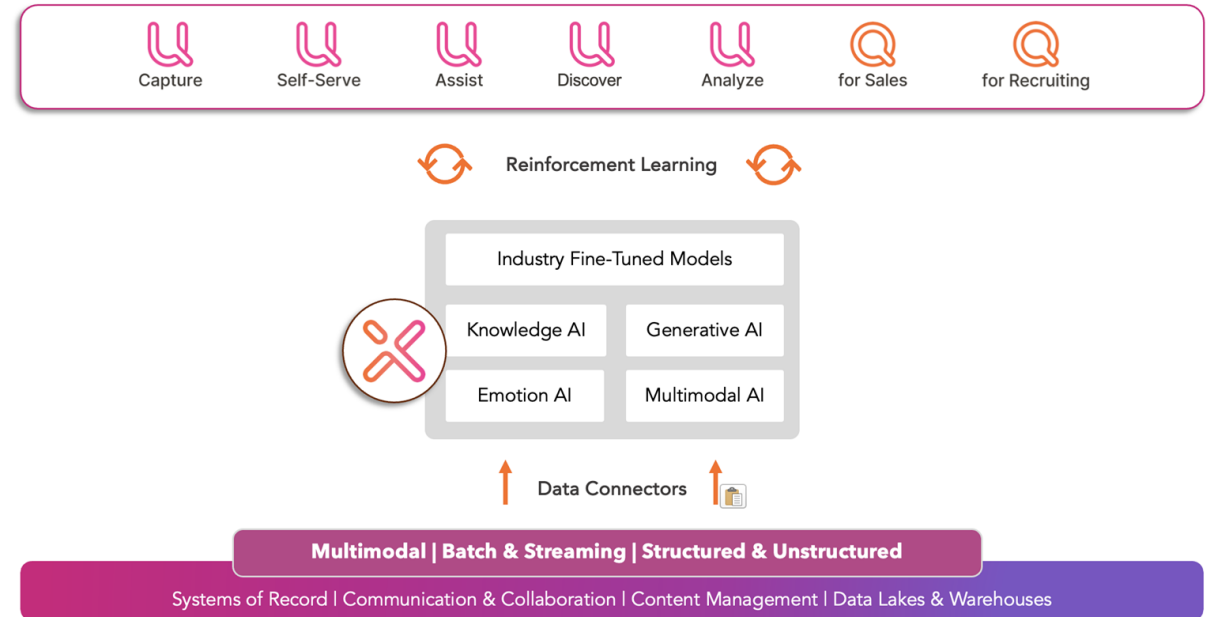


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What We're Hearing from Our Customers

- Centralization of AI architecture
- SaaS apps ☐ AI models & apps
- Fine-tuning LLMs with inhouse data as a competitive moat
- Experimentation ☐ Industrialization
- Industrialization leading to lower headcount & lower software spend

Digital Transformation led by Gen AI



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Data Is King

Broader Benefits from Generative AI and Language Technology Require:

- Preservation Initiatives
- Industry Partnerships



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THANK YOU