The Conversational Interaction Conference

The Rise of Voice-Activated Assistants In The Workplace

March 12, 2019
Why are we having this conversation now?
Fact: We have achieved critical mass

Source: shameless plug for Voicebot.ai which I really like to read but have nothing to do with.

Now it’s about increasing the use cases.
Why is this conversation now headed “to work”?

25% in 2021
(up from 3% in 2019)
Some of the companies driving this category

- **“voice activation”**
  - Responds to commands
  - Starts meetings
  - Initiate calls
  - Manage to do lists

- **“conversational intelligence”**
  - Sales coaching
  - Training sales teams

- **“voice collaboration”**
  - Capture meeting takeaways
  - Capture action items
  - Deliver to collab tools
  - Talk to action/initiatives
Goals/objectives

• Workforce efficiency + workforce augmentation

  • Decreasing distance between “what gets said and what gets done”
  • Decreasing distance between information and people
  • Next evolution of UI at work
  • Augmenting knowledge workers
The “AI Exoskeleton”

A.I. assistant that helps schedules meetings and reduces email “ping pong”

Provides the news of the day, outlines her schedule and provides the weather and commute times.

In-meeting virtual assistant to capture meeting highlights.

Grammar editor plug-in for the workplace

Waze re-routes you thru traffic to avoid slow-downs
AI to deliver 65% swing in P&L

- Organizations deploying A.I. expect to see a 39% increase in revenue by 2020 and a 37% reduction in costs.
- 76% cite A.I. as fundamental to their success going forward.
- 64% said future growth is dependent on using A.I.
- 80% plan to train and redeploy displaced employees

Source: Infosys report, January 17, 2017
Fear vs. acceptance

• Not replacing jobs. Replace responsibilities.

• “Not enough time in the ...”.

• Job creation.
  • Human capital vs. Machine capital
  • Human Resource management vs. Machine Resource management
Collaboration platforms

What is the most widely tool used for collaboration?

- Email
- IM
- Enterprise Apps
- Meetings (Voice)
Take a common problem (the black hole of meetings) and create a new way of operating.

ASR+ NLP + Intent Recognition + understanding of the workforce need for integrations and how work gets done.
The Result = takes an ephemeral temporary object (meetings) and creates a tangible evergreen asset (content)
Voicea’s specific focus

• A Voice Collaboration Platform – “Voicefirst approach to UI at work”.
• Powered by EVA, the Enterprise Voice Assistant.
• EVA captures key takeaways and highlights in meetings.
• Voicea connects to where you get work done.
Our results...

• A data asset that creates value for the enterprise
  • 8.7 million+ minutes of meetings
  • 1.5mm+ highlights
  • More than 6,000+ companies

• Users save as much as 6 hours per week on follow up

• 77% say that are dramatically more efficient post meeting

• Immediately turn conversation into action
  • Action items in motion before you get back to your desk
  • Clarity across the organization on what has to happen next
The future looks like this...

• More consumer-like technology for personal benefit but approved by IT and interwoven into work.
• You are the “executive in the room”
• A team of “assistants” dedicated to you and your work
Thank you

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