



Harbinger Systems
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Harbinger helped a US based ISV to develop a voice based assistant for its employee onboarding process.

Harbinger provided an efficient solution to search FAQs using speech, thus providing a state-of-the-art voice interface for querying information.

About Client

A US based ISV that wished to increase employee engagement by providing voice based assistant as part of employee onboarding for newly hired employees.

Business Situation

- Answering the queries of newly hired employee about organization policies, and culture requires human interaction (e.g. calling HR representatives, email interaction). So, the idea was having a system which listens, understands, and responds to user queries.
- Client's demand was to design an intelligent solution using speech processing techniques to query frequently asked questions about the organization.
- The major concern was undue time and effort spent in manually searching through the FAQs (Frequently Asked Questions) which might additionally include human interaction to find the relevant answer. The FAQs were in MS Excel and MS Word format.

Harbinger Solution

- We designed a voice chat interface using Speech Biometric, Speech Recognition and Speech Synthesis, which can easily be integrated with any web portal.
- Speech Biometric, which is used to authenticate the identity of the employee is a prerequisite to use the voice chat interface.
- This voice chat interface for FAQs, allows user to ask a question in voice format and returns the answer in text as well as speech format.
- The designed solution uses various statistical computations which allow it to fetch the appropriate answer for a specific question. Also, there is no restriction on the question structure as it finds the closest semantically matched answer.



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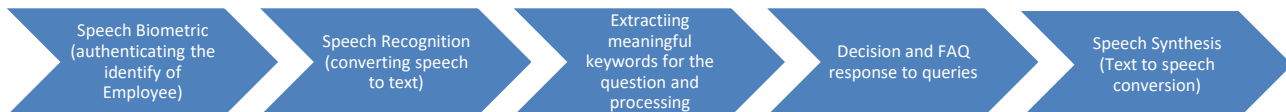
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Harbinger Solution Cont...

Solution workflow:



Benefits

- Delivered rapid response with reduced errors, which might occur due to human interaction.
- It saves user's valuable time and resources involved in using the conventional way.
- Along with Excel and Word Documents, the solution now supports various formats like HTML, XML, JSON, PDF, Page link, etc.