

professional services

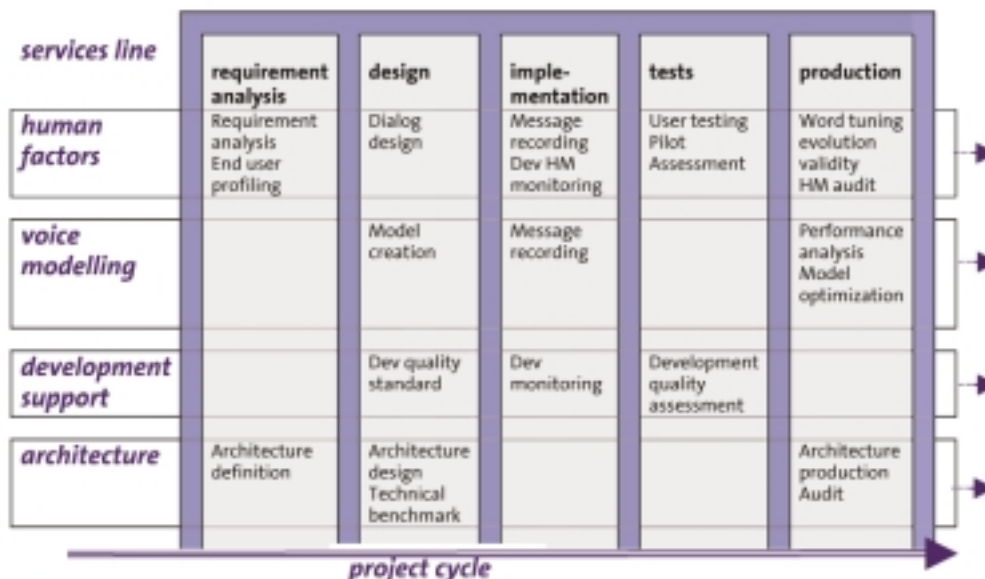
services that talk to you

Because your speech application is unique, Telisma not only provides state of the art speech technologies, but also offers assistance and support, in order to customize and therefore optimize our technology according to your specific needs.

service overview

The success of your speech application development relies on key skills you might not have in-house. To help you meet any challenge that may arise at any time, Telisma provides you with one of the leading teams of speech application experts in Europe. While you are developing your project, you can rely on and benefit daily from Telisma's four service offerings, each of which is adapted to respond quickly and accurately to any of your concerns:

- 1- Human factors** specialists guarantee that your speech application will be well suited to the needs and behaviors of your targeted end-users. Dealing with Audio User Interface issues throughout the project lifecycle, our specialists enhance the "ear and feel" quality of your application and the efficiency of the dialog within areas such as dialog tree, error recovery, help, prompts, earcons, etc.
- 2- Voice modeling** experts are there to ensure that your dialogs will encounter the highest possible success rate. Their mission? To develop the most accurate grammars and models with respect to your application vocabulary, its technical and working environment, as well as your end user profile.
- 3- Development support** and monitoring is the key to ensuring that recommendations are efficiently implemented within speech applications, and therefore that your voice application benefits fully from Telisma's technology expertise.
- 4- Architecture** integration of Telisma voice recognition technologies on your platforms ensures global quality in signal processing. From audio signal pickup to recognition software engine, our specialists ensure high performances throughout the technical chain.



Why rely on the best technology if you cannot implement it correctly? As a partner or a client, you need support on a daily basis to develop your application successfully. Telisma will be right beside you at every step in this key process, sharing over 15 years' experience in speech technologies."

Eric Le Flour,
customer services
director

service frameworks

Telisma methodology is essential to the success of your speech application project. Following a global roadmap which includes tasks and role distribution handled by the best experts in each field, this methodology details key interventions throughout the life of the project to guarantee significant achievement at each milestone in your project. You can choose any combination of these services to suit your applications, your degree of expertise and your marketing strategy.

training

A must for most clients, training contributes greatly to the success of a project. During specifically targeted training sessions adapted to speech recognition technologies vital to the project deployment, Telisma specialists will share their expertise with your team.

standard kit

Uniquely powerful, Telisma's technology is also extremely user-friendly. With a minimum of take-off services, the standard kit will give your team the necessary expertise to run with success the project implementation. Telisma's interventions are aimed at transferring knowledge to your project teams, so that you, as an integrator, can become autonomous.

For more complex application implementation, Telisma offers more adapted service frameworks:

breakthrough performance framework

Do you have very high performances requirements?

By taking charge of your demanding technical situation, Telisma contributes to the set up of architecture and to the validation of prototypes, enabling tuning of configurations to support, for instance, Very Large Vocabularies, massive utilization and/or high availability.

time-to-market framework

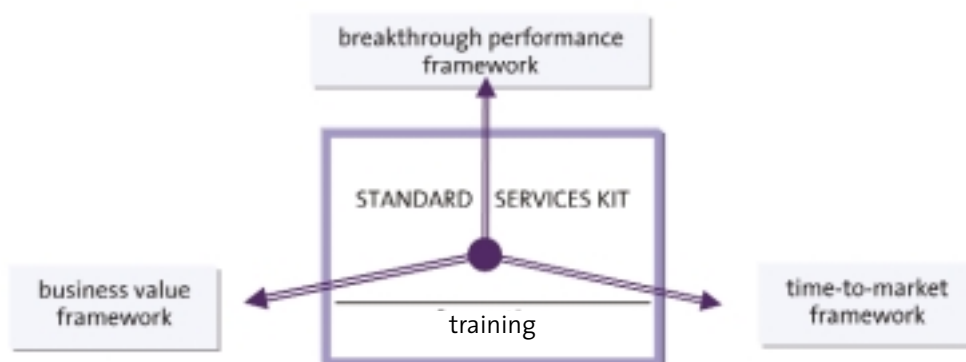
Do you have too little time and too much pressure from your competitors?

Thanks to our well established experience, we can ensure a shape coordination and have our teams working simultaneously on different tasks, so as to shorten delays and ensure rapid implementation of your application.

business value framework

You want results !

Telisma brings you added value. As a true partner, we share your objectives and help you get the best Return On Investment as well as increase your market penetration.



key benefits

- project are conducted with real concern for client or partner skill enhancement
- service frameworks suit the complexity of actual client requirements
- development method is based on Telisma's experience and end-user feedback

we provide
the right
expertise
to ensure
your
project's
success

for more information:
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