



IntellInteractor[®]

Compandent's Revolutionary Intelligent Interactor with Voice/Tone Enabled Services

Compandent licenses its proprietary intellectual property, and provides a suite of signal processing technologies, algorithms, and technical expertise for voice and audio compression and enhancement, for providing state-of-the art voice and audio communications, and related solutions.

Background

A lot has been done to improve and enhance the usage of voice/tone-enabled services, such as directory assistance, by increasing their friendliness, simplicity, features, and benefits to the provider, but very little, if anything at all, has been done to help callers to shorten the time needed to interact with such services. Callers spend an already substantial and further increasing amount of time interacting with such services which in many cases require entering numbers and/or commands via voice or tones, and/or waiting while being transferred or being put on hold for a live operator or representative. In many cases, such as in long distance, international, or cellular calls, the cost

of the line and communication infrastructure, paid by the caller or the service provider, is very expensive.

The purpose of this invention is to save time, cost, and distraction to the caller who has to interact with the dramatically increasing number of automated voice-enabled or tone-enabled services.

This novel invention is greatly beneficial to consumers and businesses. For example, the *IntellInteractor* can save over a week work time per year to consumer or employee who spends a total of one hour a week on interacting with services such as directory assistance.

Compandent has patent pending for the method and system used by the *IntellInteractor*.

Description

CompandentTM – Speech and Audio Processing Technologies has developed a method and system that can reduce the time spent on, cost involved with, distraction caused by, and need to being put on hold, and/or the need to manually operate or respond to the

common automated voice/tone-enabled services.

Applications

This novel system can be provided as a service or embedded in or be part of an existing device such as telephone, wireless phone, voice-over-Internet protocol (VoIP) phone or other communication device or software, computer, laptop or pocket personal computer (PC), personal digital assistant (PDA), and/or teleconferencing system.

Advantages

This revolutionary method and system can completely or partially release the caller, or assist her/him, during the process of interacting with voice/tone-enabled services, and hence save time, costs, and distraction to the caller. The system can save high costs associated with connections such as wireless, cellular, long distance, or international calls. The method and system, also improves the caller reachability and availability via communications devices and/or networks.

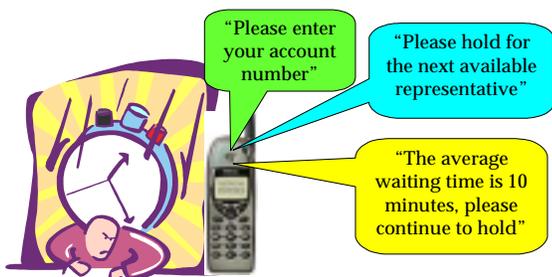


Fig. 1: Time consuming, distracting and frustrating manual interaction with directory assistance.



Fig. 2: Time saving and easy automatic interaction with directory assistance.

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