Emerging Technologies Revamps IVR Solution at Dubai International Airport using Pronexus' VBVoice

Dubai Airport was determined to automate a range of its processes. Emerging Technologies was brought on board to design, develop and deploy an innovative speech recognition solution for the airport. Emerging Technologies turned to VBVoice to develop and implement the solution in 90 days or less.

Problem

Since 1980, passenger numbers at Dubai Airport have increased tenfold. Having experienced such a huge expansion, with further growth predictions, Dubai Airport was determined to automate a range of its processes. The old DTMF (dual-tone multi-frequency) system, supported by live agents, required callers to key in their flight numbers using alpha-numerics. This system proved to be inefficient as frequent errors were made, resulting in the caller needing to speak with a live agent. Emerging Technologies was brought on board to design, develop and deploy an innovative speech recognition solution for the airport.

Emerging Technologies utilized the power of VBVoice to quickly develop the IVR application that would be crucial to the expansion of the Dubai Airport.

Solution

The project was split into three phases, all employing Pronexus' VBVoice, the first rapid application development toolkit for telephony and speech to blend a high level GUI with sophisticated programming in a Visual Studio .NET environment.
Phase 1: A flight schedule application enabling passengers to enquire about flight arrival and departure times and to book or cancel flight tickets; Phase 2: An auto attendant application; Phase 3: A custom developed passenger announcement application, using text-to-speech (TTS) technology. Based on Intel, the IVR applications use a Dialogic® card and Pronexus' VBVoice. They also employ Nuance bilingual speech recognition technology (ASR), supporting both Arabic and English.

Benefits

VBVoice's ease and rapidity of application development allowed Emerging Technologies to implement the entire system in 90 days or less. VBVoice's compatibility with the latest versions of Nuance speech recognition allowed Emerging Technology to utilize a native Arabic language pack that many other speech engines did not have. Sassine Y. Mazraani concluded: "The Dubai Airport project is a landmark and will create opportunities for us in both the airport and airline industries."

Emerging Technologies builds industry leading and powerful voice solutions and enables businesses to utilize voice recognition applications rapidly, which makes accessing information, transactions, and services over the telephone convenient and secure.

Established in 1994, Pronexus specializes in telephony, speech and database integration technologies. Our flagship product VBVoice IVR software enables developing feature-rich inbound and outbound IVR solutions that improve customer service and streamline internal processes. Thousands of companies all over the world use VBVoice in applications varying from auto-attendants to automated payments, fax applications, notifications, polls and surveys. Part of our business model is to provide customers flexibility to choose between developing an IVR application in house, leveraging Pronexus' Professional Services or buying a turn-key IVR application from one of our partners who have integrated VBVoice into their solutions.