

Case Study for Life University



Providing universal access to information has never been more important. Rapid response, communication and rapport are key logistic requirements. Existing web and database initiatives are imported with ease into multimodal solutions whose presence and capability belie their maturity as a new technology. Skyrocketing accuracy, coupled with inexpensive hardware and implementations, provide exciting opportunities for speech to become the information workhorse of the new millennium.

The Life University multimodal system is a set of Speech, GIS and Multimodal integrated modules that promises to increase the operation and efficiency of the university.

The system comprises of the following modules:

mPathOperator	-	Voice Operator
mPathReminder	-	Outbound Calling
mPathInformation	-	University Information Module
mPathPayment	-	Bill payment module
mPathRegistration	-	Applicant Registration module
mPathMapper	-	University locator module
mPathRouter	-	Routing module

The system assists university operators in handling routine requests, allowing them more time to address callers with more complex needs. System will understand nicknames, synonyms and variations of names, such as "Dr. Jones," "Dr. Eric Jones," or "Dr. Jones in neurology." Callers will hear specific call flows based on the department they are trying to reach. The system will allow callers anytime; anywhere access to the staff demonstrates the commitment to customer relations through the use of sophisticated technology.

Students are able to get information of school activities, grades, schedules, events, registration and other information from anywhere anytime.

The outbound calling option helps to provide calling to student feature during changes to classes. Once the Professor update the class information, a notification is sent to the students regarding the rescheduling of class. This helps students avoid travel in many cases. The outbound calling and the payment module help to send the notifications for payments of dues.