

THE CHANGING TELEPHONE CHANNEL

Optimizing IVR + Speech Recognition in an Age of Smartphones

[REGISTER TODAY!](#)

WORKSHOP AGENDA

Day One

8:30 9:00 **CONTINENTAL BREAKFAST**

9:00	9:15	Introductions and Opening Remarks
9:15	9:45	IVR Overview and Business Discussion
9:45	10:30	IVR Triage

10:30 10:45 **BREAK**

10:45	11:15	Developing an IVR Migration Plan
11:15	12:00	The High-Level Call Flow

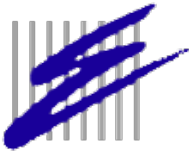
12:00 1:00 **LUNCH**

1:00	1:15	Human Factors, Ergonomics, & Usability
1:15	1:45	Greeting the User and Starting the Conversation
1:45	2:15	Identification and Verification
2:15	3:00	Scripting Your Menus

3:00 3:15 **BREAK**

3:15	5:30	Depart for GM Voices studios (includes "Getting the Voice Right")
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5:30 **ADJOURN**



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Day Two

8:30 9:00 **CONTINENTAL BREAKFAST**

9:00	9:30	Organizing Your Menus
9:30	10:00	Open Dialogue Designs ("How May I Help You?")
10:00	10:30	Touch-Tone Error Recovery

10:30 10:45 **BREAK**

10:45	11:15	Speech-Recognition Error Recovery
11:15	11:30	Drill-Down and Tapering Techniques
11:30	12:00	General Scripting Exercises

12:00 1:00 **LUNCH**

1:00	2:00	Wizard of Oz Testing
2:00	2:45	Smartphone Callers: Opportunities and Pitfalls

2:45 3:00 **BREAK**

3:00	3:30	Monitoring, Testing and Tuning
3:30	4:30	Putting It All Together

4:30 **ADJOURN**