

## **Speech-control of Personal Telephone Book successfully trialed by DaimlerChrysler facility in Mannheim, greater efficiency and cost-effectiveness for employee communications**

Date: 11-10-2006 09:50 AM CET

Category: [Media & Telecommunications](#)

Press release from: [8hertz Technologies GmbH](#)



09 November 2006, Berlin/Mannheim: After six months of rigorous testing, a group of some fifty employees at the DaimlerChrysler Mannheim facility have now completed their trial and evaluation of an innovative, speech-controlled Personal Telephone Book. First deployment of the solution is planned for the first quarter of 2007. Motivating factors behind the trial are efforts to provide more efficient, cost-effective, and easier access to personal information, thereby cutting employee telephone costs and greatly reducing time spent searching for telephone numbers, E-Mail addresses, and typing SMSs,

The speech-enabled Personal Assistant, co-developed using the Connecta™ Solution from 8hertz Technologies GmbH in Berlin, provides a “One-Number” solution to solve the key challenge of managing various address books and telephone lists that a typical employee saves in separate devices, i.e. PC, cell phone, PDA, desk phone, paper address book, etc. DaimlerChrysler Mannheim estimates an average employee spends at least 30 minutes a day searching for telephone numbers and E-mail addresses. Using the Personal Assistant users need only remember one telephone number, for example, 0800 MYPHONE, which then connects each individual user to their respective personal telephone and address book. Once identified, the user can then search for contacts in their address book or search for contacts in the entire corporate directory. The “Personal Assistant” synchronizes contact lists between cell phones, Lotus, Outlook, and other common address management software. When the target contact person is found, the user chooses to call or alternatively send an SMS or E-mail to that contact. The SMS and E-mail are thus sent using only speech-commands. After each call, SMS, or E-mail sent, the user always returns to the Personal Assistant and never needs to hang up, find, or dial new numbers. Thus one call to the “Personal Assistant” can yield multiple successful contacts.

“Car companies are particularly attuned to the needs of people ‘on the road’ and improving communication processes,” explained 8hertz Marketing Director, Jackson Bond, “but while mobile sales and technical workers see extreme improvement on their communication efficiency, the average desk worker in companies of any size also experiences immediate results, both at their desk or traveling to and from work. While at your desktop PC, you no longer even need to search your CRM tool for contact numbers. Just press the one button for the Personal Assistant.”

The solution is completely server-based, and thus completely independent of any telephone device. Jürgen Korn, Manager of Telecommunication at the Mannheim facility elaborates on the benefits: “The server-based speech recognition allows spoken contact searches for names, companies, positions, departments, cities or any combination thereof. Users can switch devices without worrying about copying all their contact numbers. They no longer need to make multiple copies of numbers and addresses for the different devices. And in case of theft or loss of a cell phone, all data can be blocked instantly on the server with a phone call from any other phone, using PIN authentication or biometric voice authentication. A Call-Back feature also allows employees traveling abroad to use the cheaper rates. Also telephone hardware no longer needs higher memory requirements to save numbers. And of course this is a considerable contribution to added safety while driving.”

8hertz Technologies GmbH  
Warschauer Str. 58a  
10243 Berlin  
Press Inquiries: Jackson Bond

About 8hertz Technologies GmbH:

8hertz Technologies GmbH is one of Europe's leading voice business enablers, offering award-winning innovative products and applications for Blue-Chip companies, using speech-recognition to make business processes more efficient. 8hertz has developed products and solutions for telecom providers, logistics industry, call-centers, government, public transport, and automobile manufacturers. 8hertz customers include among others, Volkswagen, BMW, DaimlerChrysler, ABX Logistics, Ericsson, the State of Berlin, Hamburg Public Transport Company. For more information, please contact 8hertz at [www.8hertz.com](http://www.8hertz.com).

[You can find this press release here](#)