



Virtual Assistants

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KTmo1-8

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1. Glossary

- **Virtual Assistant** – a software agent that can perform tasks or services for an individual.
- **Smart Speakers** – is wireless speaker and voice command device with an integrated virtual assistant and hands-free activation by “hot words”.
- **Voice-User Interface** – interface that makes human interaction with computers possible through a voice/speech platform in order to initiate an automated service or process.
- **Natural Language Processing** – a subfield of computer science, concerned with the interactions between computers and human (natural) languages.

2. Technology in Brief

- **Virtual Assistant** – is a conversational, computer-generated character that simulates a conversation to deliver voice- or text-based information to a user via a Web, kiosk or mobile interface. (Gartner).
- **Popular virtual assistants** - Amazon Alexa, Apple's Siri, Google Now and Microsoft's Cortana

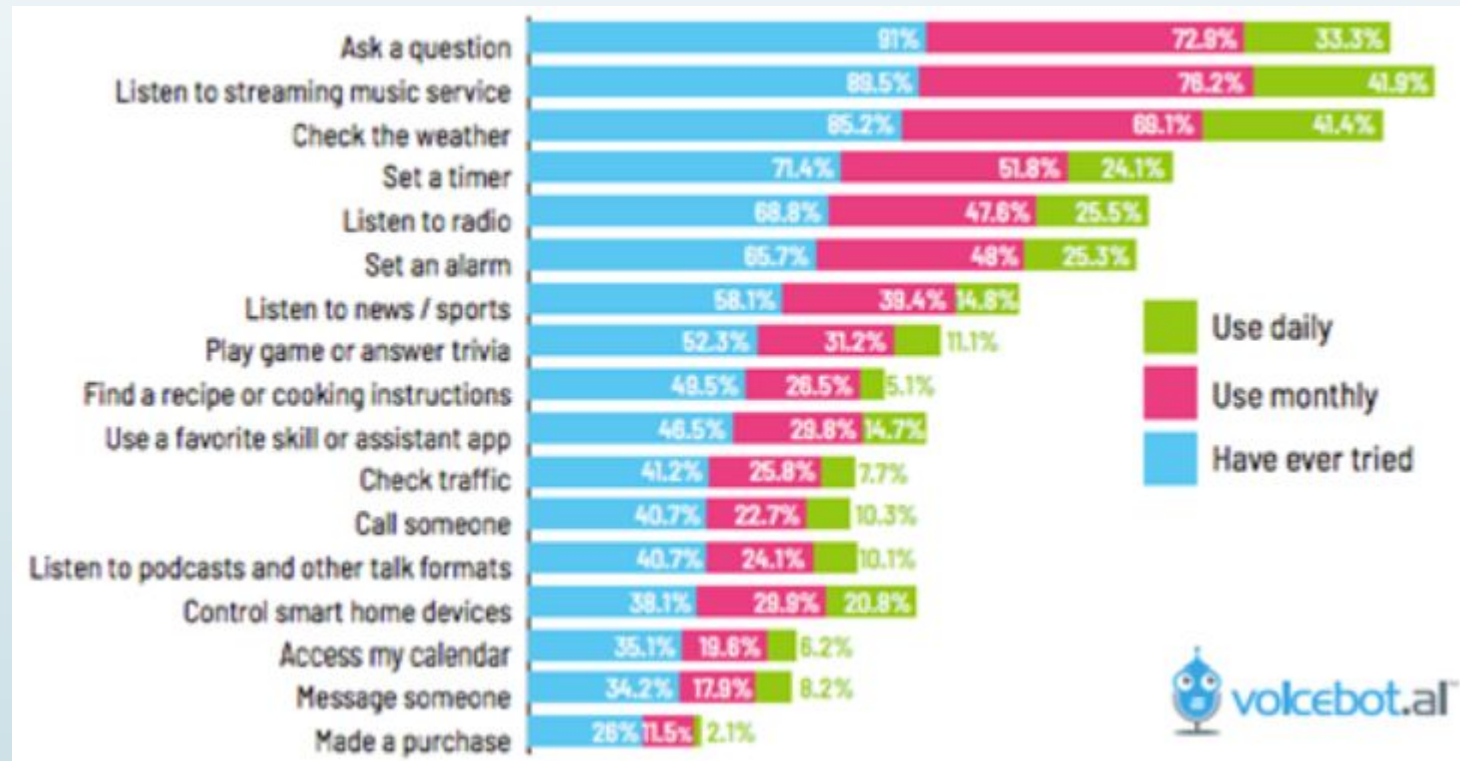


2.1. What Can Virtual Assistants Do

- Add events to a calendar.
- Add items to to-do lists.
- Control smart home devices.
- Make and receive phone calls.
- Create text messages.
- Get directions.
- Hear news and weather reports.
- Find hotels or restaurants.
- Check flight status.
- Request songs.

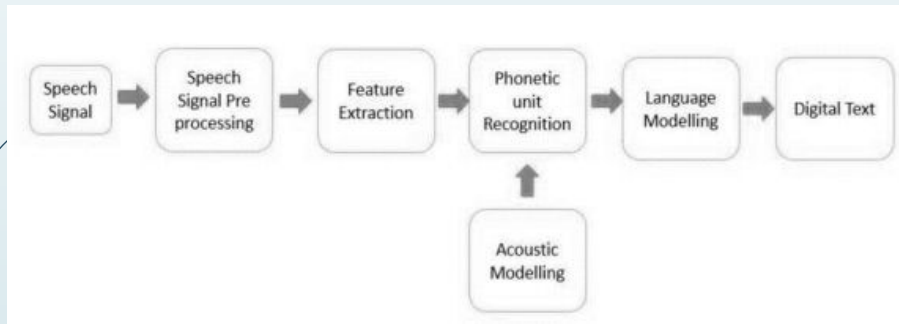


2.2. What Do People Ask of their Virtual Assistants

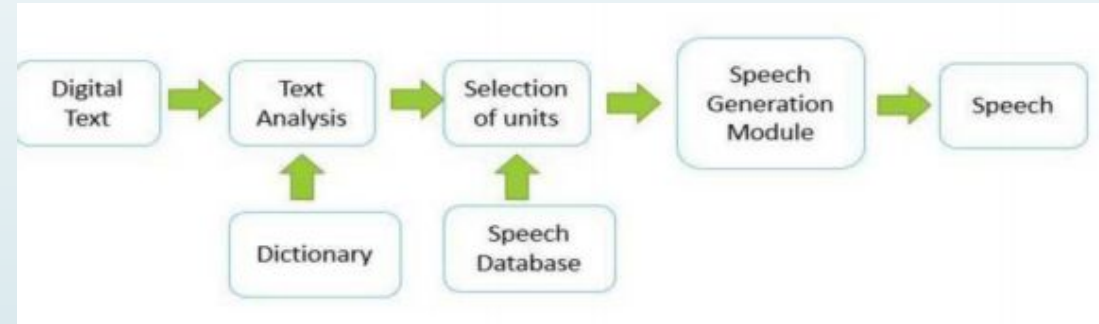


3. Methodology

□ Speech to Text



□ Text to Speech



3.1 Intent Processing

□ Resolve



□ Confirm



□ Handle



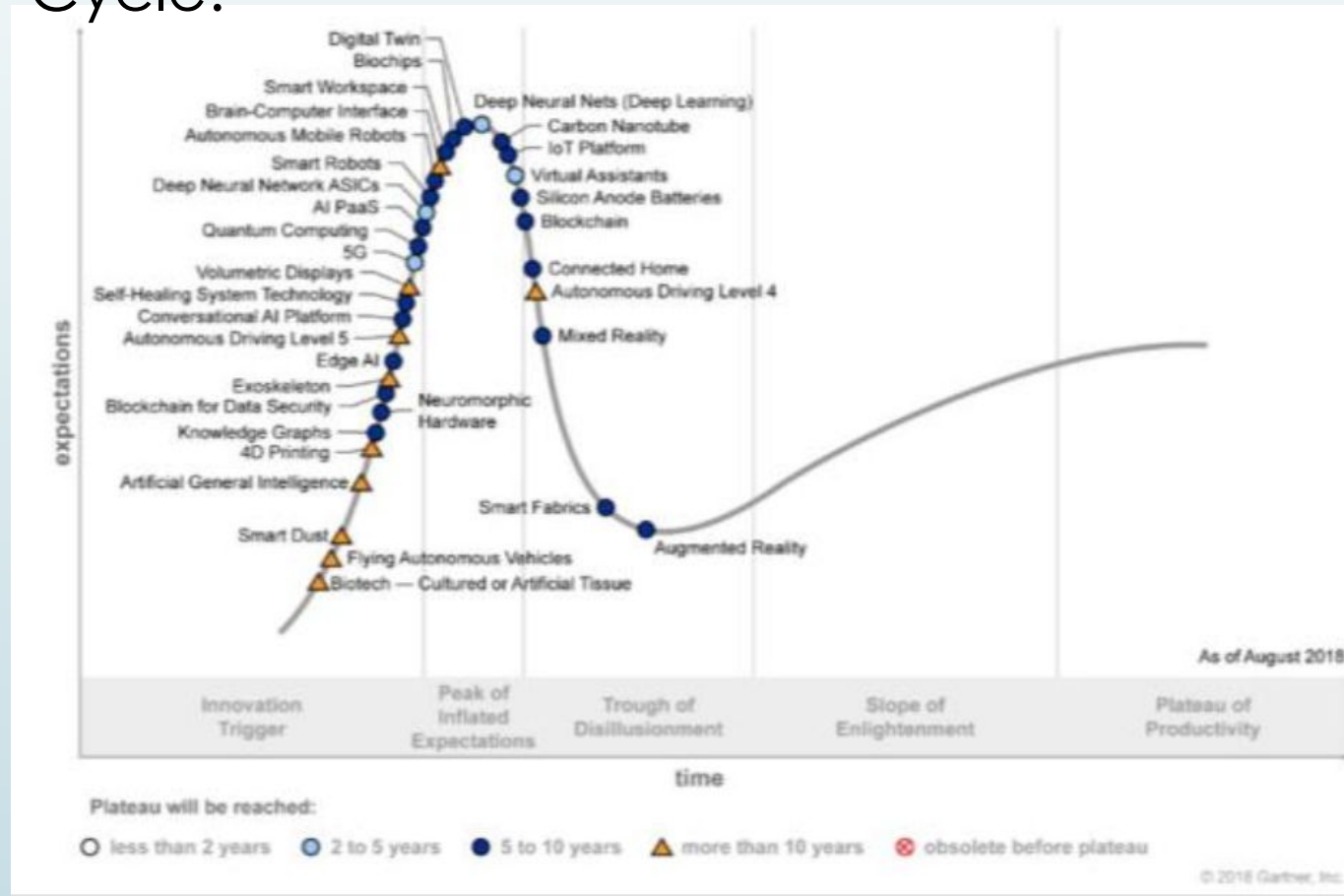


3.2 Forms of Queries

- Prefixal (“Fitness Time, choose a workout for me!”)
- Infixal (“Set a Fitness Time workout for me, please!”).
- Suffixal (“Adjust some workout in Fitness Time”).

4. State of Virtual Assistants

Position at Gartner Hype Cycle:



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4.1 Open Issues

- Handling Data – need some data storage and CPU
- Security - virtual assistants are always on, and listen to everything.
- Increasing Area of Using – healthcare, cars, etc.



5. Industry Leaders and Startups

Leaders

- Cortana
- Google Now
- Alexa (Echo)
- Siri

Free Software

- Lucida
- Mycroft
- SEPIA
- Snips

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6. Summary

- Virtual assistant – a software agent that can perform tasks or services for an individual.
- There are many virtual assistants around - Amazon Alexa, Apple's Siri, Google Now and Microsoft's Cortana
- Virtual assistants are on Peak on Inflated Expectations on Gartner Hype Cycle, and will be on Plateau of Productivity in 2 – 3 years in future.



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Questions?



Thanks for watching!