

Interactive Manual

Dialogue Technologies *Interactive Manual* gives the user what he/she really wants – a quick and correct answer to his/her question. The *Interactive Manual* will learn which questions the users will ask – providing the best available self-service solution to the end-user but also providing the supplier of the product or service with invaluable information about the users reaction to the product or service.

Give the consumer the information he/she needs!

The traditional manual describes in great detail all the functions and features of a product. Unfortunately, consumers rarely read the full manual – it is often not perceived as sufficiently “convenient” for the modern consumer.

What the user typically wants to have is an instant answer to a question – and that is what *Interactive Manual* provides. *Interactive Manual* is based on world leading products in Natural Language Query and Voice Recognition.

With *Interactive Manual*, the user can ask a question directly in e.g. a car phone – an operation that can safely be done while driving! – and will in return get an answer read up or sent as text/graphics to the car display.



Give Product Management and Product Development the information they need!

In large organizations, it is a major challenge to ensure that vital business information reach key decision-makers. When a new product is launched, consumer reactions are of course noticed in terms of achieved sales – but how much of what the consumer understood or got confused about reaches Product Development or Product Management?

With *Interactive Manual* all departments can get live market intelligence during the products lifecycle – which questions arose before the launch, which where the early adopters questions, which questions arose when volume sales was accomplished?

Characteristics

The user can ask his questions in free format

Instead of browsing through the manuals, the user can just ask his/her question in free format. The user simply uses a phone or a PC and ask the question.

Instant, correct answers

Interactive Manual's unique capability to understand the true meaning of a questions gives it an unrivalled capability to retrieve exactly the information the user is looking for.

Use the best mix of voice, text and graphics

Interactive Manual can handle dialogues via the web, SMS, mail or voice. Answers can either be read up or sent as SMS/MMS/mail according to the user preference.

Uses the equipment in the car

Interactive Manual adapts the response to the user equipment. If the user is only equipped with a basic cell phone, the service will still be able to accept incoming questions and can respond with read-out answers or SMS. If the user has the capability to display graphics (Web or MMS capability and a display), then the answer provided can contain illustrations and interactive features.

Efficient use of existing information

Interactive Manual can retrieve answers from the most common sources. It can reuse manual information.

Trouble-free and efficient application development and maintenance

Interactive Manual comes with tools and support such that the application development and maintenance effort is tailored to your organizations capacity and competence.

Use only standard infrastructure

Interactive Manual is carefully design to run on basic, standard hardware – typically a standard Linux or Windows server.

Examples of customer applications

Interactive Manual for internal support system

Background

A major financial institution planned to introduce a new support system that would be used across the company. The launch plan included a major training activity for all employees. Because of budget constraints, a more cost-efficient solutions was sought.

The *Interactive Manual* solution

Dialogue Technology developed a basic *Interactive Manual*-application for the support system. The *Interactive Manual* was tested on a small group of employees to test and verify the applications coverage. We soon found out:

- most users understood directly most basic features of the new support system
- most users didn't understand how to migrate his/her own data from the old to the new support system
- most users wanted to "individualize" the support system – something that raised a number of questions that we had not anticipated.

After having extended the coverage to cover what the user really wanted to know, the support system was launched with the *Interactive Manual*. The launch was trouble-free with very few questions to the manual support centre.

Interactive Manual for advanced consumer product

Background

The supplier of an advanced consumer product had regular complaints from the marketing and sales organization that "the consumers don't know how to handle the new features". Major efforts had been done to provide "light reading", quick reference cards, interactive manuals etc – but to little avail. Dialogue Technologies was asked to provide an *Interactive Manual* to address the issue.

The *Interactive Manual* solution

The solution provided is a voice-operated service. The user can just call in, ask his/her question in free format (without any training of the system to the users voice) and gets an answer back either read-out or as an SMS.

The solution is based on Dialogue Technologies *Interactive Manual*, complemented with voice recognition and voice synthesis products from Scansoft, Inc.

The solution does not only offer the consumer the most user friendly "manual" to-date, it also provides the supplier with invaluable information about "what it was that the users didn't understand"

Question:

what is your adress

Answer:

Our office is located in Kista, just north of the Stockholm centre. You reach as most easily with a taxi from the Stockholm centre or Arlanda airport. We are located 15 minutes walk from the underground station Kista centrum. The address is:

Skalholtsgatan 10 B
164 40 Kista
Sweden

Ask a new question

Questions are asked in free format
- Typed on the Web, sent as a mail or as an SMS
- Verbally via the phone

The answer can contain text, pictures or movies

Contact us

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