AccuSpeech *Mobile*

1. Question: You say that you have an' innovative mobile approach' to deploying voice productivity to enterprise applications. How is AccuSpeechMobile different from existing voice architectures?

Answer:
When one looks at voice productivity technologies deployed in the enterprise you would have to include legacy voice solutions used in warehouse operations and call center or help desk operations.

- These voice technologies are by design deployed on the enterprise server and are integrated with the operational application (warehouse management system, CRM or help desk application). The voice integration is achieved with substantial integration on the server, plus in the case of warehouse management, additional device resident software.

- These voice architectures are proprietary, in-other-words, they are typically not deployable to other vertical enterprise applications (field services, transportation, retail, healthcare etc) or application environments (ex. thick/smart client, web-based)

The **AccuSpeechMobile solution** is a fully mobile 'voice-enabling' software solution, that non-invasively voice-upgrades your existing mobile enterprise wide applications.

Your Enterprise Server/Web Environment

VTAM 3270 · WEB · DB

Mobile Enterprise Applications

Client -Server Apps • WEB/HTML Apps

Thick/Smart Client Apps

Seamless, server-less voice functionality and application integration solely from-and-on the mobile device for any enterprise mobile-app -

AccuSpeech *Mobile*

The AccuSpeechMobile solution provides all voice functionality and integration with the customer's mobile application solely from-and-on the mobile device. The mobile application is voice upgraded with a device-based modular solution that resides on the mobile, seamlessly providing voice support through the communication's mobile browser, mobile terminal emulator or the thick-client interface. We have eliminated any need to require any server-based voice software or integration.

- **Our approach is server-less**. It does not require any server-resident voice related software, integration layers or integration code of any kind.

- **Our approach is non-invasive.** It avoids re-engineering, business process changes or workflow changes of any kind to the customer's application.

AccuSpeechMobile technology is scalable. This means it can voice-upgrade any enterprise industry or horizontal workforce application (yard mgmt, transportation, DSD, in-store retail, and field services). In addition, it is scalable across mobile application environments including WEB and thick-client applications.

Device-Based - Mobile Voice Functionality and App Integration

- On-board Integration w/Browsers, Mobile TE and Mobile Interfaces
- Integration File w/Application Map & Grammars
- Integrated w/Speech Engine
- Integration with Device OS

- No Server-Based Application Integration
- No Changes to Mobile-App
- No Changes to Business Processes

Scalability

- Any Existing SCM Mobile Application
- Any Yard Mgmt, Logistics, Transportation, Field Services, Mobile Retail, Government Healthcare or Other Vertical Industry Workforce Application
- Any Application Type
  - o Web/HTML
  - o Thick/Smart Client
  - o Client/Server App

AccuSpeech *Mobile* FAQs

2. Question: What do you mean by the phrase 'a server-Less voice solution? How are voice capabilities added to mobile applications?

Answer: As indicated above, the AccuSpeechMoble solution is completely mobile, all voice functions supporting and integrating with your existing commercial or custom-built mobile application is delivered from the mobile device accessing your mobile application. There is absolutely no server-based (resident) voice software or integration required to voice-enable your application.

3. Question: What do you mean by 'seamless integration' with my mobile applications?

Answer: Voice Integration with your mobile application is device-based achieved through our patented process, often called a 'mobile non-invasive software extension'. It adds new functionality (in this case, voice functionality) to any given application without having to re-engineer the application.

Our solution supports your application's functions non-invasively from your mobile device avoiding any server-resident voice software deployment or integration and avoiding any changes to your mobile application.

4. Question: What do you mean by 'device-based' voice functionality? Other voice solutions provide speech engine software on mobile devices.

Answer: Other voice solutions often provide speech engine software that resides on the mobile device. However the device-based voice software must interact with server-based voice integration layers, application software and interfaces to provide the voice functionality. The AccuSpeechMobile device-based solution provides both voice services and application integration solely from the mobile device avoiding any server-resident software.

AccuSpeech *Mobile*   FAQs

5. Question: How does your device-based solution support my mobile-app's functions without changing my application or requiring server-based or network support?

Answer: The AccuSpeechMobile Rapid Development Environment, a wizard-based analysis and customization solution is used to create a small voice map and grammar integration file that mirrors the screens, fields and controls of your mobile-app. The integration file is compiled and uploaded with the AccuSpeechMobile Universal Voice Utility on each device. When your application is initiated the completed device-resident mobile voice solution non-invasively voice-supports your application.

6. Question: Does your voice solution require 'voice training'?

Answer: **No**. The solution supports the overwhelming majority of speech patterns including accents an regional pronunciations. Extremely heavy accents and regional pronunciations are easily addressed with our Rapid Development Environment in the creation of the integration file. The grammar studio provides for multiple pronunciations by creating alternate grammars phonetically. For customers who desire additional voice tailoring to the speech engine we offer additional device software functionality that allows an end-user to create User Voice Profile in just 30 seconds on their device. The User Voice Profile can be permanent or used only for the user's shift or session.

7. Question: When my application's functions are changed either by the software manufacturer or our internal development team how are the respective voice changes made?

Answer: When your application is changed the corresponding voice-change process is fast. The 'voice map and grammar integration file' (Question 5) is place back into the wizard-based Rapid Development Environment. Your application is re-analyzed to view the changes made to the application, business processes or workflow. The necessary voice related changes are made to integration file and uploaded once again to the mobile device. One device with the new integration file can be used to validate all new changes before uploading the integration file to remaining devices in production.

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8. Question: On which mobile computer manufacturing platforms can the AccuSpeechMobile operate?

Answer: Today, the AccuSpeechMobile solution will operate on any voice ready (headset jack equipped and audio driver) mobile device operating under any Microsoft Operating System. This would include the entire Microsoft Windows Embedded Platform.

Manufacturers include but not limited to:
- Motorola Solutions & Psion
- Intermec
- AML
- Honeywell/LXE
- Opticon
- Dap Technologies