Mehr Licht!
More Photonics for Intelligence

#B09

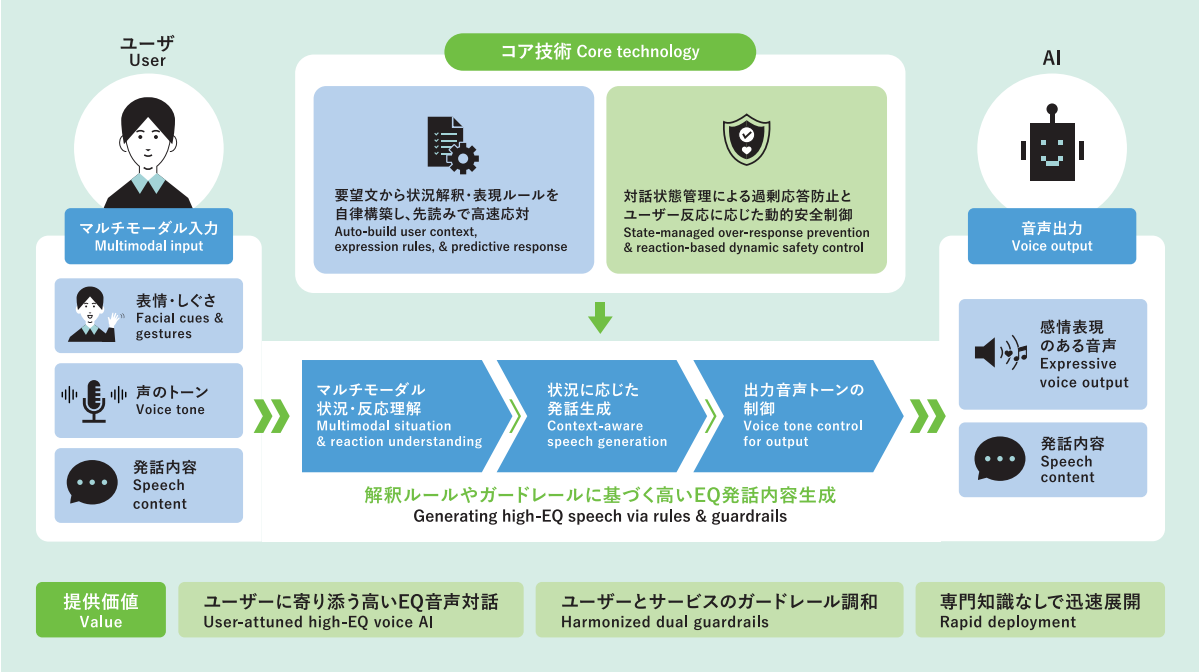
#Customer Experience#Responsible AI

Multimodal High-EQ Dialogue Extension

Extend AI chat to user-attuned voice to build safe high-EQ voice AI

Technical Challenges & Goals

As conversational AI grows, high-EQ voice AI faces complex multimodal integration, unintended over-responses, and flexible safety challenges. This tech automates EQ component selection and rule design per scene. Reaction-based dynamic safety and state control ensure safe, empathetic voice AI infrastructure.



Key Technologies

Core Technologies

- Auto-generating multimodal user context & speech rules, plus predictive pre-generation for speed
- Empathetic state management preventing over-responses & reaction-based personalized EQ guardrails

Key Differentiators

- World's 1st auto user-context & expression rules + predictive response for fast explainable high-EQ
- Unlike static control, state management & reaction-based safety balance empathy and high safety

Use Cases

Communication Services

In contact centers, it captures nuanced situations from voice tone and speech for empathetic dialogue. A dynamic guardrail adjusts safety standards based on user reactions to prevent over-responses, achieving high satisfaction and safety.

Exhibitors

Service Innovation Department, R&D Innovation Division, NTT DOCOMO, Inc.