R&D phase | Research **Expected Commercialization** | FY26-

Mehr Licht!
More Photonics for Intelligence

#B12

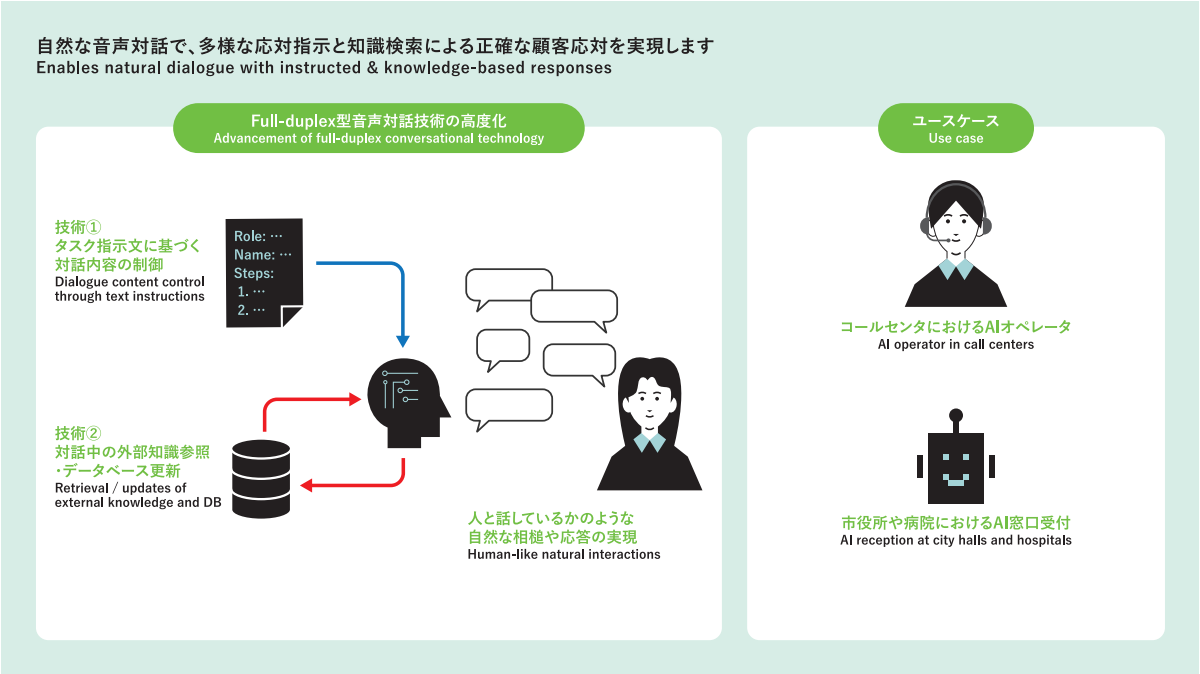
#Customer Experience#Operational Efficiency#Digital & AI Transformation

Natural Voice AI for Customer Service

Enables natural dialogue with instructed & knowledge-based responses

Technical Challenges & Goals

Spoken dialogue systems require role-based dialogue control and accurate responses tailored to user intent while maintaining natural, human-like interactions. We are developing full-duplex spoken dialogue AI that understands conversation flow and autonomously retrieves and uses relevant information for customer service.



Key Technologies

Core Technologies

- Instruction-aware dialogue adapts to tasks and roles by changing instructions without retraining
- Function calling enables autonomous customer service using and updating external knowledge

Key Differentiators

- Full-duplex voice AI with service-specific features enables accurate autonomous customer service
- Years of speech tech expertise enable high-quality AI training data for natural voice interactions

Use Cases

Communication Services

We aim to develop an AI operator that can support or replace human operators in call centers across various industries, providing customer service through natural, human-like conversations.

Exhibitors

NTT Human Informatics Laboratories

Related Links

https://youtu.be/i1xDB9X83CM
https://youtu.be/agSmgQHnmcs

CONTACT：Digital Twin Computing Research Center