Agents Council for Technology

Voice Computing
And
Machine Learning

Duke Williams, Taylor Hendrickson
Boyd McGehee, Rick Morgan

Sep 8, 2017

#ACT4Agents

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Let’s start with a Poll

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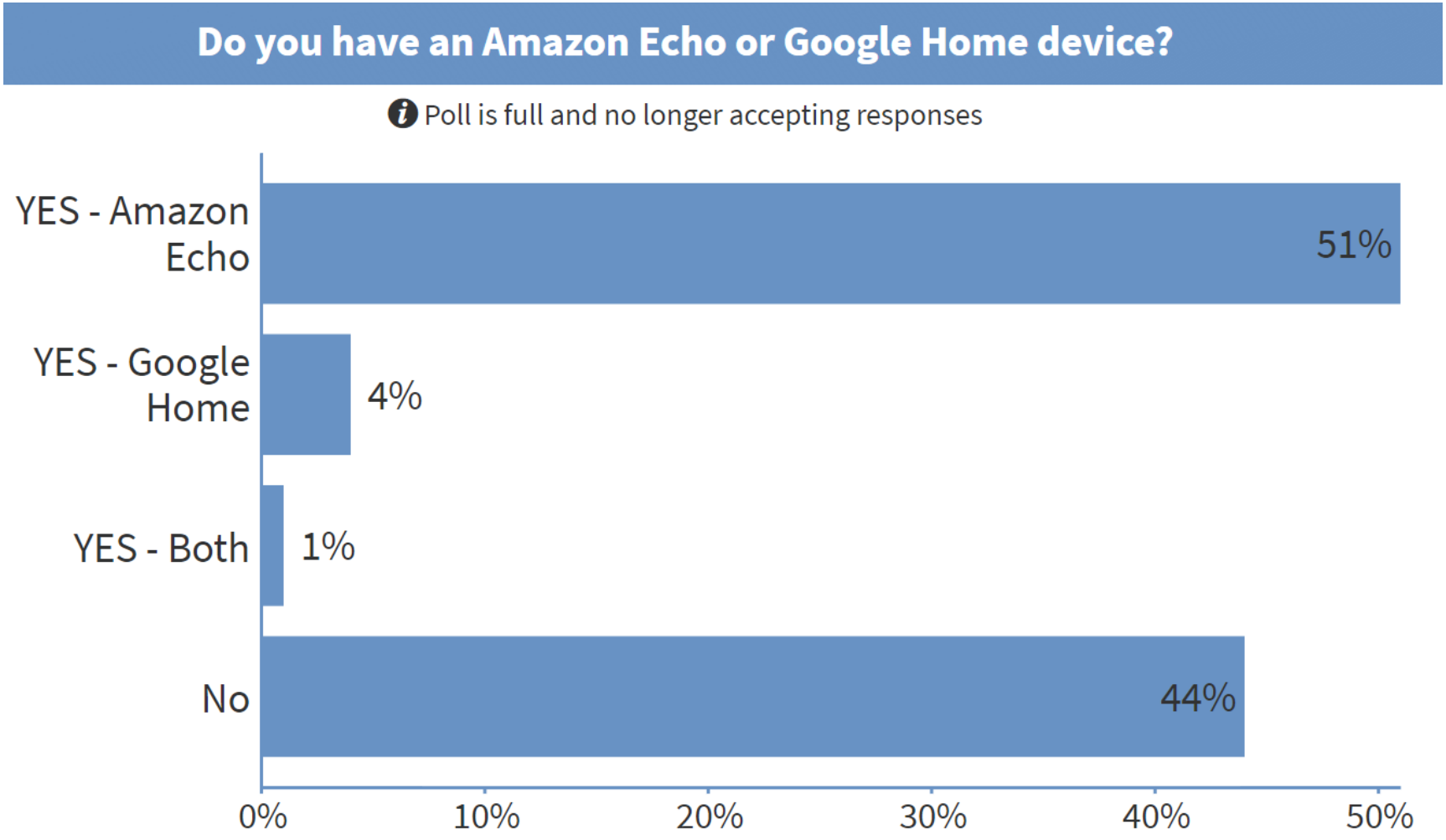
Do you have an Amazon Echo or Google Home device?
Poll is full and no longer accepting responses
YES - Amazon Echo
51%
YES - Google Home
4%
YES - Both
1%
No
44%
0%
10%
20%
30%
40%
50%

Primary Uses for Voice Computing

- Take and Complete an ACTION
- Get or Give INFORMATION

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Info for Voice Certificate of Insurance

- Call Program “Alexa, ask Cap Dat ACORD demo”
- Insured Name: John Smith Plumbing
- Certificate holder Name: City of Durham

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Info for Voice Insurance ID Card

- Call Program “Alexa, ask Cap Dat ACORD demo”
- Insured Name: John Smith Plumbing
- Email ID Card

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Next Poll

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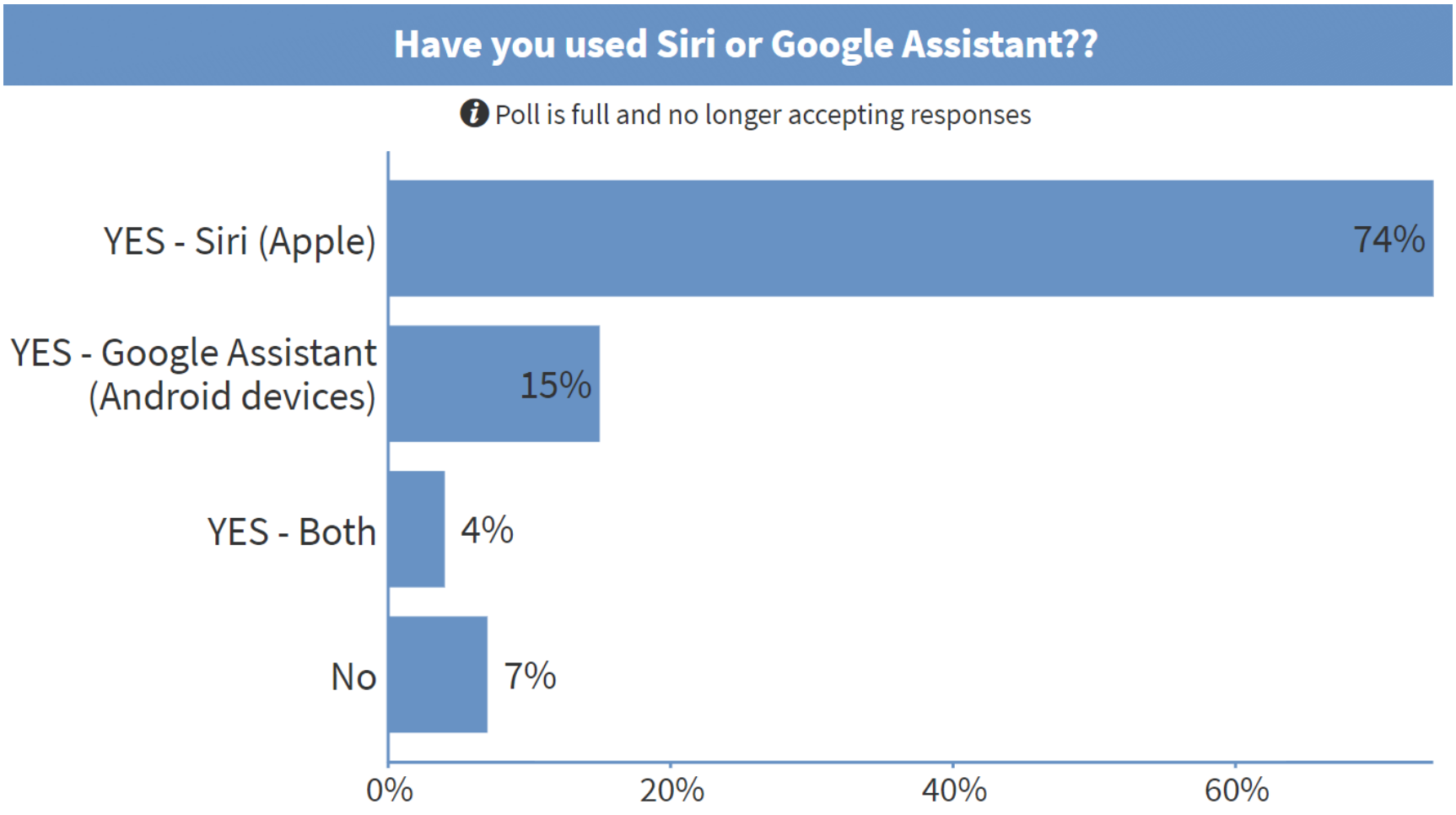
Have you used Siri or Google Assistant??
Poll is full and no longer accepting responses
YES - Siri (Apple)
74%
YES - Google Assistant (Android devices)
15%
YES - Both
4%
No
7%
0%
20%
40%
60%

ACT Voice Computing Advisory

- “Alexa, who is the agency council on technology?”
- Call Program “Alexa, ask ACT Voice Computing Advisory”
- “Who is ACT?”
- “What are the uses of voice computing?”

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Next Poll

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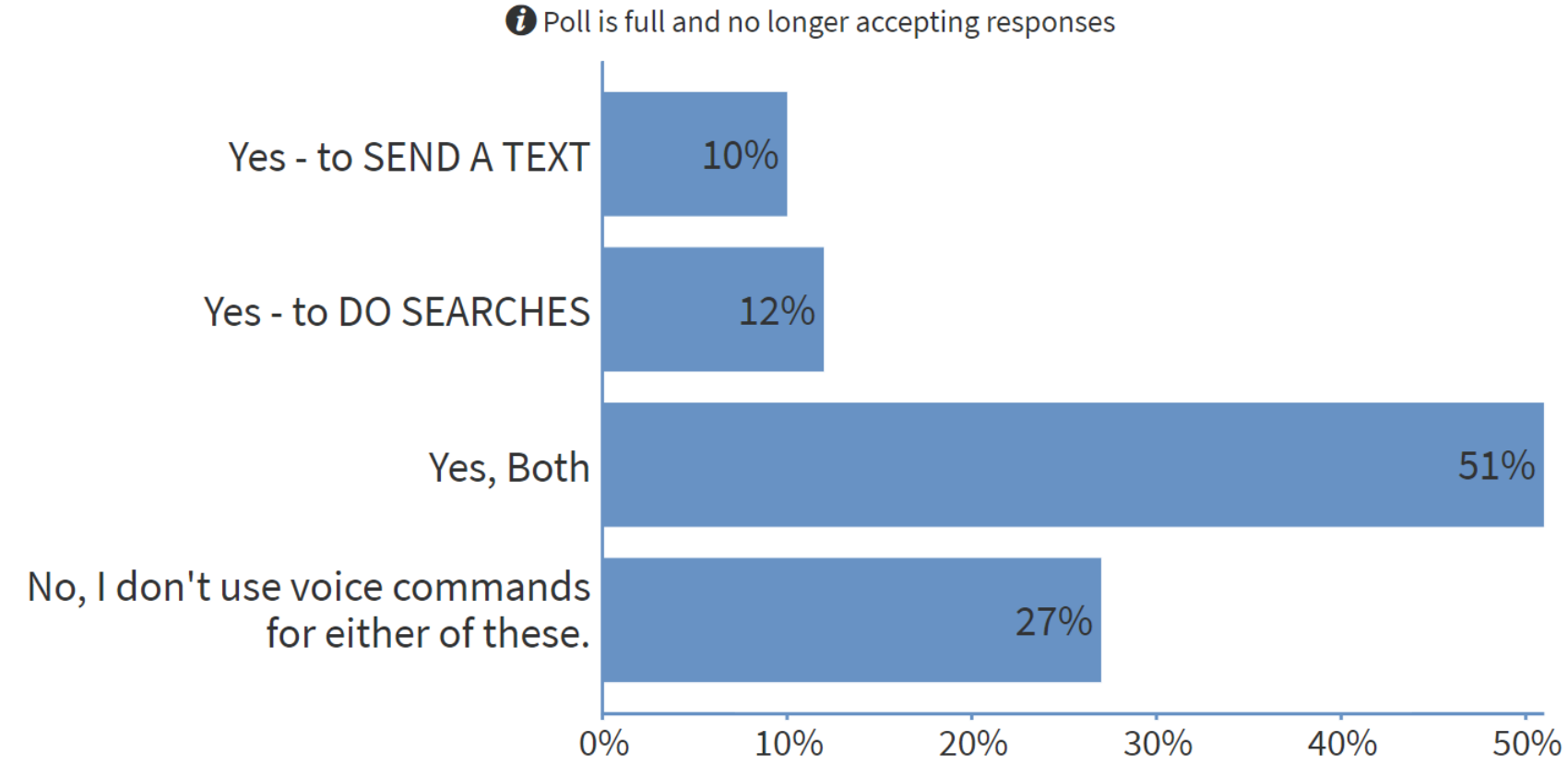
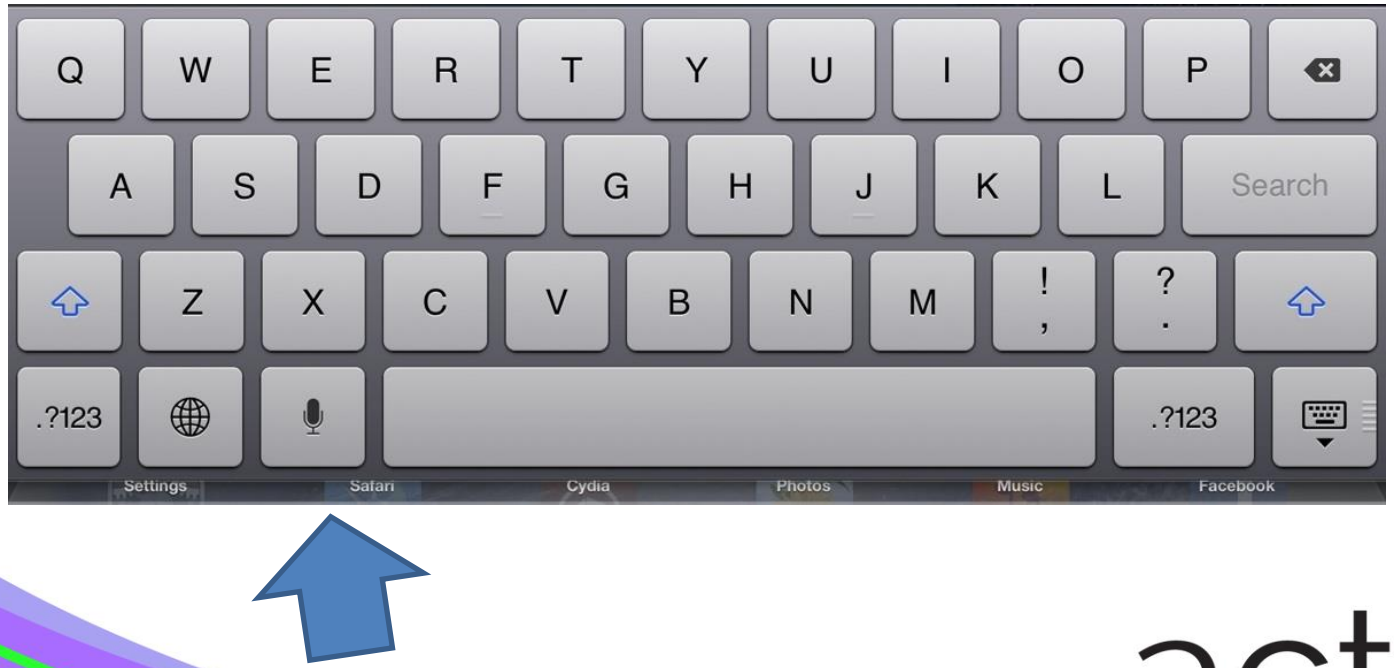
Do you use Voice Commands with your phone to SEND A TEXT or to DO SEARCHES?



Voice with Keyboard

- Tap Mic on any Keyboard to use Voice to Text



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Voice versus Typing

- Typing – Average Words per Minute = 19
- American English conversation Words per Minute = 110

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Next Poll

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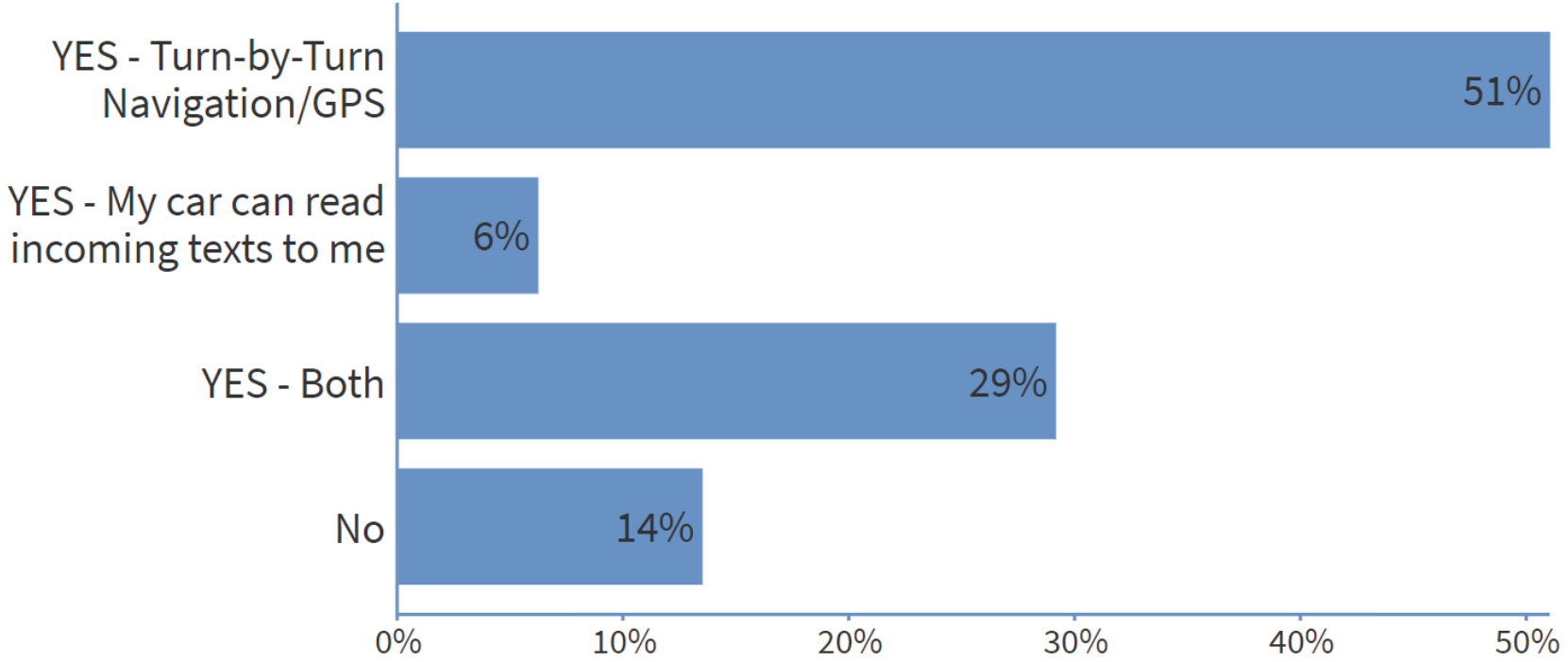
Do you use Voice Commands with your CAR (example is for GPS/driving directions)?

When poll is active, respond at **PollEv.com/act4agents** Text **ACT4AGENTS** to **22333** once to join

Answers to this poll are anonymous



Listening versus Reading

- Listening – Average Words per Minute = 150 to 450

- Reading with 60% Comprehension -Words per Minute = 200

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Voice Insurance Quote

- Call Program: "Alexa, ask North Carolina Workers Comp for quote“

- Answer payroll questions

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ACT Voice Computing Chatbot

https://bot.api.ai/f0d7b38c-4b11-46cb-936a-fff14b3e2a28

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Twitter Account

https://twitter.com/ACORD_Forms

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LAST Poll!

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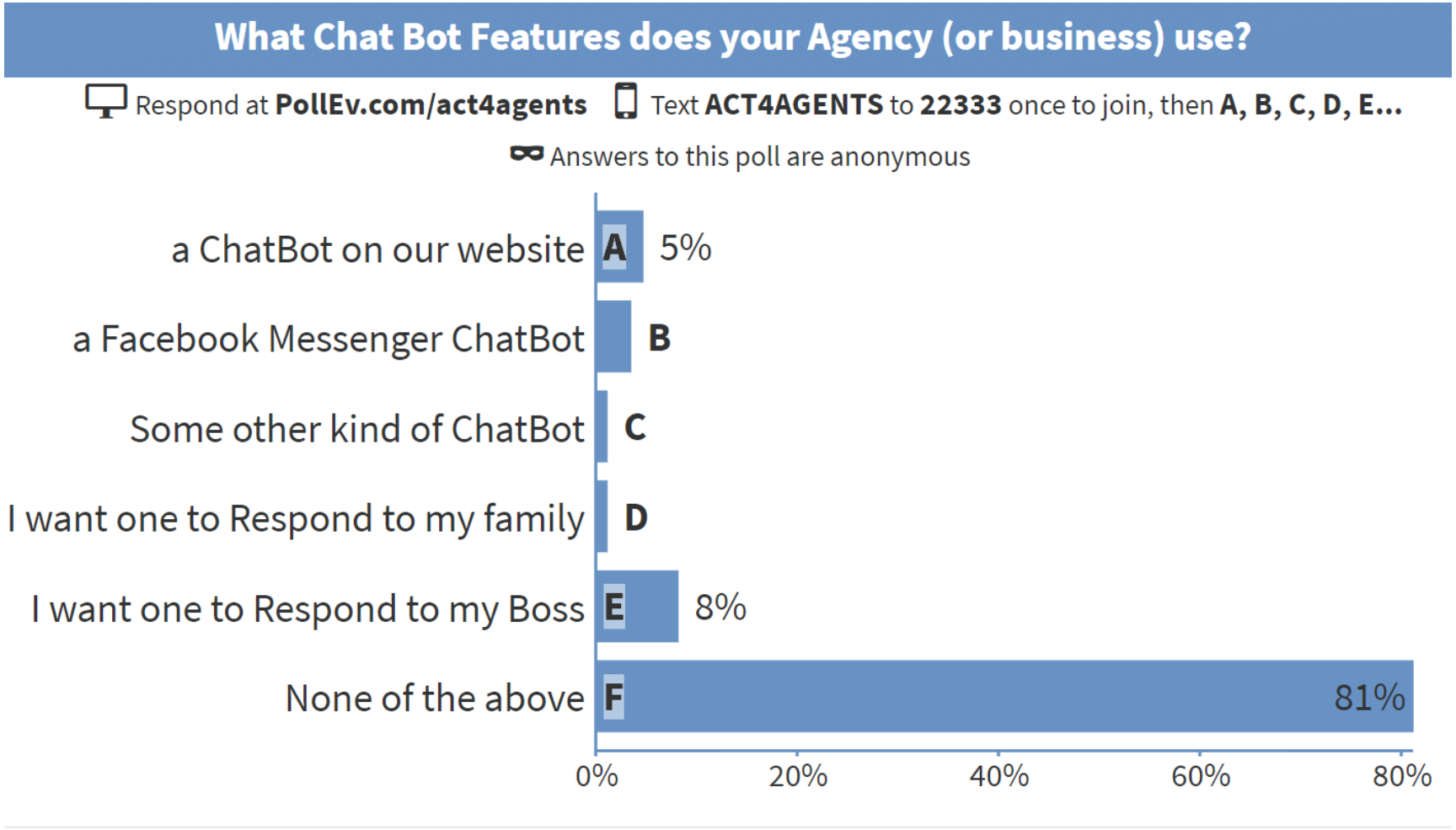
What Chat Bot Features does your Agency (or business) use?
Respond at PollEv.com/act4agents
Text ACT4AGENTS to 22333 once to join, then A, B, C, D, E...
Answers to this poll are anonymous
a ChatBot on our website
A
5%
a Facebook Messenger ChatBot
B
Some other kind of ChatBot
C
I want one to Respond to my family
D
I want one to Respond to my Boss
E
8%
None of the above
F
81%
0%
20%
40%
60%
80%

North Carolina Insurance Points

https://bot.api.ai/aa00986b-e3d7-461c-8ad4-e8dfb0aab97d

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Rental Car Waiver

https://app.echosage.com/xprt/pblc/App.faces?pid=2kV7ZAaw4

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Computers Understanding Context

How does the computer know the context of your conversation?

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Artificial Intelligence

Definition: Computers that act in ways we would consider intelligent

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Self Evolving Artificial Intelligence

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We know more
than we can tell.
Michael Polanyi
quotefancy

Machine Learning

1. Supervised Learning

2. Un-Supervised Learning

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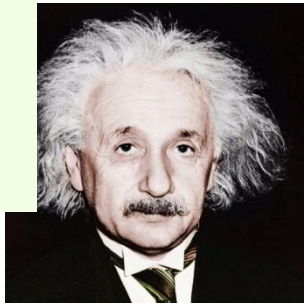
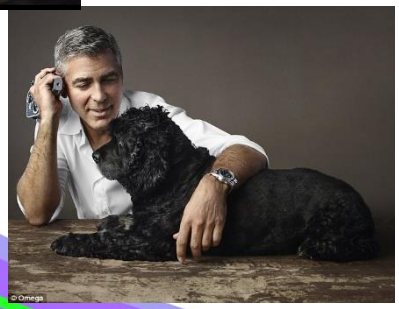
Give Algorithm Lots of Pictures





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Contains George Clooney

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Does **NOT** Contain George Clooney

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Does **NOT** Contain George Clooney

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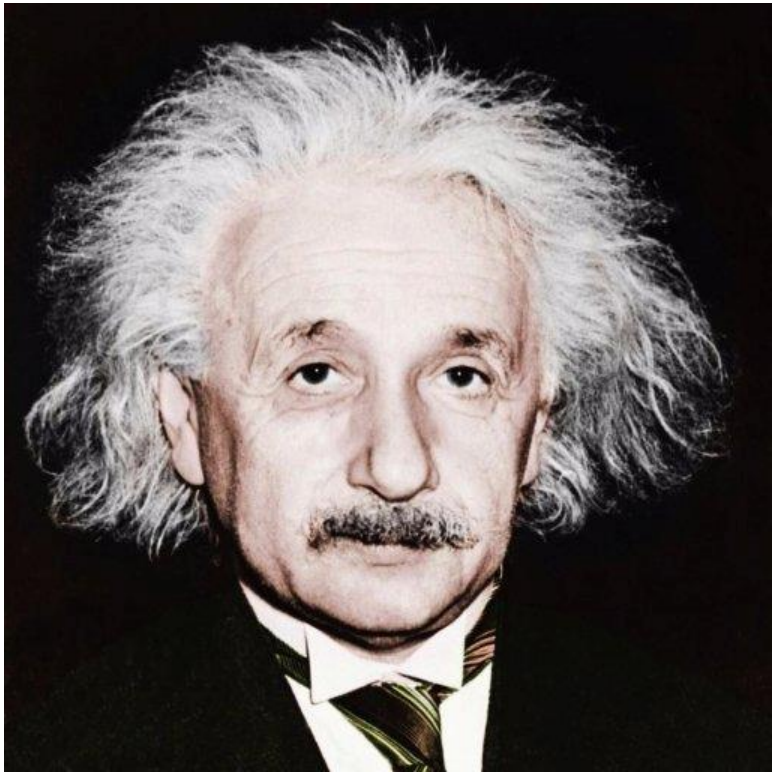
Does **NOT** Contain George Clooney



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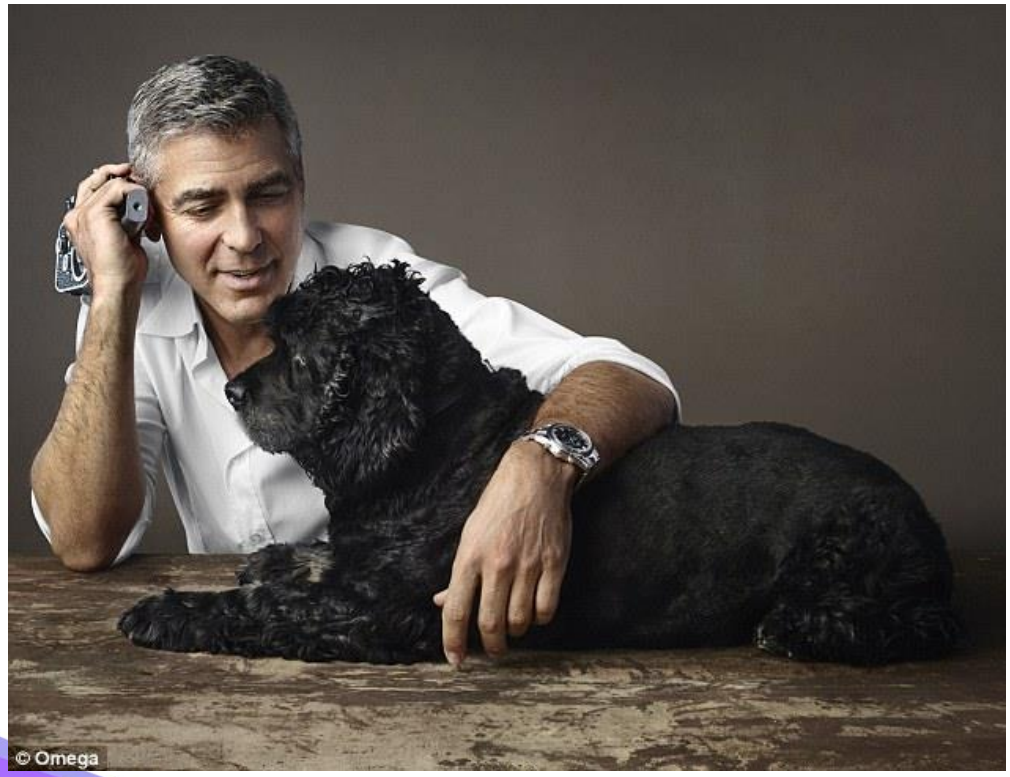
Contains George Clooney



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How Much Data Is Needed for Training?

Google Used this Much to Teach Computer to Recognize Cat Pictures:

- 16,000 computer cores
- 10 million pictures
- 3 Days

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Criteria for Automating Tasks

1. Start with a Variety of Inputs

2. Have a Standard Process Those Inputs are Used By

3. Have a Clear Definition of Success when the Process is Completed

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North Carolina Auto Policy Advisor

https://app.echosage.com/xprt/pblc/App.faces?providerId=1q8lMkBkvQyKWuIk9cq6uHg

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MIT Moral Machine

http://moralmachine.mit.edu/

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Questions?

Duke Williams, CPCU

EchoSage

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