



Voice & Chat Experiences

The Future Human-Machine Interface

Since 2010, remarkable advances in Automatic Speech Recognition and Natural Language Processing have fueled game-changing breakthroughs in voice and chat applications. Motivated by the ease and speed of voice commands, plus the ubiquity of smart phones, consumers have rapidly adopted these new technologies. Voice-activated searches have increased by more than 35% since 2008, and they've been on the rise ever since.



What Can Voice & Chat Do for My Enterprise?

Voice and chat searches increase accurate prediction of consumer habits, facilitating a highly personalized and satisfying user experience. KPCB's Internet Trends 2016 report shows B2C chatbots and messaging apps increasing engagement by 20% and customer satisfaction by 65%. Hospitals, laboratories, warehouses, and production plants are also trending toward hands-free work environments that rely on speech recognition and voice activation.

How is Valence Helping Clients Integrate Voice & Chat?

At Valence, we think about voice and chat as far more than simple tools to enable call and response. They are foundational technologies that have the potential to completely transform human interactions in a digital environment. From search, to data exploration, to performing complex tasks, voice and chat can streamline, personalize, and optimize how we operate in the world. Valence helps our clients make voice and chat work for them by harnessing the power of these innovations along with AI, data analytics, IoT systems, and other leading-edge transformational technologies.

By 2020, 50% of searches will be visual and voice.

~Andrew Ng, chief scientist, Baidu, 2014-2017

Nearly 50% of Millennials prefer to conduct business via social media channels or online webchat.

~ KPCB Internet Trends 2016



Valence. Building Potential. Together.

Valence is a digital transformation solution provider focused on helping enterprise customers worldwide understand and apply next-generation technologies in a smart and innovative way to advance their business goals.



Let's Get Started

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For more information, email us at: info@valencelevel.com