Mapping Actors in Voice Interface Technology

Sectors where products are used	Type of service offered & technology used	Company name & typology	Language support	Disclosure
	AI	**AMAZON** SMART SPEAKER	**2** Languages	Specifies voice data processing
	NLP	**CEDEX TECHNOLOGIES** CHATBOTS	Languages not mentioned	No Privacy Policy
	NLP	**COGNIZYR** SPEECH RECOGNITION	**18** Languages	Specifies voice data processing
	AI/NLP	**DHEE AI** CONVERSATIONAL AI	Languages not mentioned	No Privacy Policy
	Voice Technology	**ESPRESSO LABS** VOICE ASSISTANTS	Languages not mentioned	Specifies voice data processing
	AI	**FLOATBOT** VOICE BOT	Languages not mentioned	Does not specify voice data processing
	AI	**GOOGLE** SMART SPEAKER	**2** Languages	Specifies voice data processing
	Speech Recognition	**GNANI.AI** AI-POWERED VIRTUAL ASSISTANT	**6** Languages	Does not specify voice data processing
	NLP	**HAPTIK** INTELLIGENT VIRTUAL ASSISTANTS	**6** Languages	Does not specify voice data processing
		JINY ASSISTIVE UI	**5** Languages	Does not specify voice data processing
		KLOVECHEF VOICE MARKETING	Languages not mentioned	Does not specify voice data processing
	AI	**KWANTICS** VOICE ASSISTANT	Languages not mentioned	No Privacy Policy
	AI	**MANTRA LABS** MULTILINGUAL, AI & VIDEO ENABLED CUSTOMER SUPPORT BOT	Languages not mentioned	Does not specify voice data processing
	Voice Technology	**NAVANA TECH** TEXT-FREE, IMAGE-BASED AND VOICE ASSISTED TECHNOLOGY	**9** Languages	No Privacy Policy
	NLP	**NIKI AI** MULTILINGUAL & VOICE BASED	**4** Languages	Does not specify voice data processing
		NUANCE TECHNOLOGY VOICE BOT	Languages not mentioned	No Privacy Policy
	Speech Recognition	**REVERIE** VOICE SUITE	**22** Languages	Does not specify voice data processing
	NLP	**SAARTHI AI** VOICE BOT	**22** Languages	Does not specify voice data processing
	NLP	**SENSEFORTH AI** CONVERSATIONAL AI	**2** Languages	Does not specify voice data processing
	Context Conversational Clustering	**SKIT** VERNACULAR INTELLIGENT VOICE ASSISTANT	Languages not mentioned	Does not specify voice data processing
	Voice to Action	**SLANG LABS** IN-APP VOICE ASSISTANTS	**4** Languages	Specifies voice data processing
		VOKAL VOICE NOTE	**11** Languages	Specifies voice data processing
	Speech Analytics	**VOXTA** SPEECH TECHNOLOGY	Languages not mentioned	No Privacy Policy

SECTORS

FINANCE · HOSPITALS · GOVERNMENT · OTHERS

'Others' includes companies under the telecom, hospitality, transportation, and e-Commerce sectors

TYPE OF SERVICE

BUSINESS FACING · USER FACING

LANGUAGE SUPPORT

MULTILINGUAL SUPPORT · NO MULTILINGUAL SUPPORT

DISCLOSURE

SPECIFIES VOICE DATA PROCESSING · DOES NOT SPECIFY · NO PRIVACY POLICY

THE CENTRE FOR internet & society

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DEFINITIONS OF TECHNOLOGIES

NLP: Natural Language Processing is the branch of AI, that works towards giving computers the ability to understand human text and language.

AI: Artificial intelligence seeks to simulate human intelligence processes by machines

SPEECH RECOGNITION: Speech Recognition is the ability of a machine or program to identify words spoken to it and convert into text

SPEECH ANALYTICS: Speech analytics is the process of analysing recorded calls to gather customer information to improve communication and future interaction

CONTEXT CONVERSATIONAL CLUSTERING: Conversation Clusters attempts to bridge the verbal language barrier by using humans and machines

VOICE TECHNOLOGY: Refers to the ability of some devices to understand and respond to human speech

VOICE TO ACTION: Voice input spoken by individuals is converted to actionable commands with responses from both the individual and the voice application