

The Beauty and Joy of Computing

Lecture #5

A Computer Science Research Field: Multimedia Computing

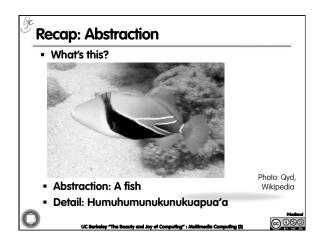


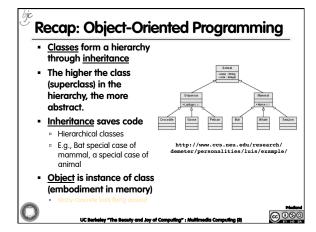
Lecturer Gerald Friedland

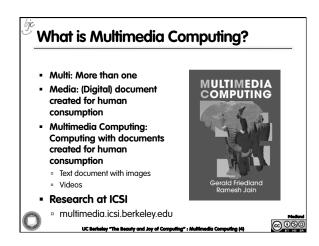
WHAT HAPPENS TO CALLS RECORDED FOR "QUALITY ASSURANCE"?

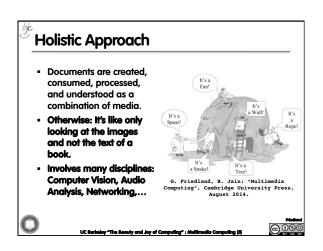
Audio Analysis tools do emotion and speech recognition in order to suggest solutions to the call center agent.

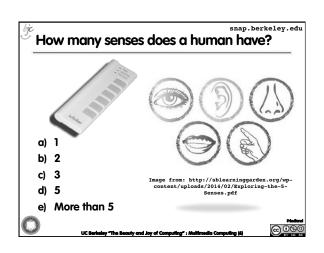
http://money.cnn.com/2014/09/15/technology/ enterprise/att-customer-service/index.html

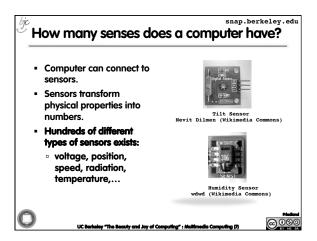


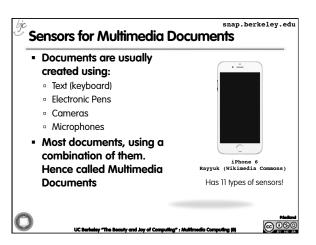


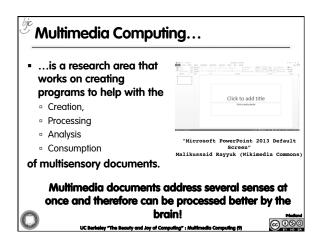


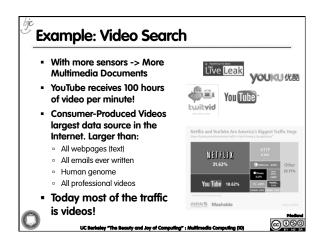




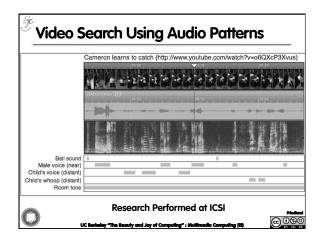












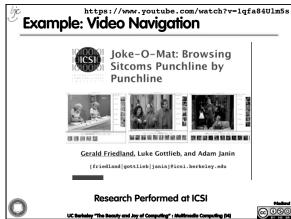


An Experiment



•Which city was this recorded in?

Pick one of: Amsterdam, Bangkok, Barcelona, Beijing, Berlin, Cairo, CapeTown, Chicago, Dallas, Denver, Duesseldorf, Fukuoka, Houston, London, Los Angeles, Lower Hutt, Melbourne, Moscow, New Delhi, New York, Orlando, Paris, Phoenix, Prague, Puerto Rico, Rio de Janeiro, Rome, San Francisco, Seattle, Seoul, Siem Reap, Sydney, Taipei, Tel Aviv, Tokyo, Washington DC, Zuerich





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