

TMA Associates
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Consulting at TMA Associates

TMA Associates provides tailored analyses for vendors of speech technology and telephony products, and companies that are concerned about how to best take advantage of the “new telephony.” TMA Associates offers consulting at hourly rates or fixed bids for well-defined projects. William Meisel is available for consulting, and other consultants (or joint efforts) can be arranged for specific projects.

Types of projects on which TMA Associates has consulted include the following:

- Voice search applications and markets
- Introducing and upgrading speech-recognition-based applications in call centers
- Corporate telephone strategies— making the most of every customer call
- Market feasibility studies for speech recognition products
- Choosing product features and designing interfaces for speech recognition products
- Location and evaluation of speech recognition technology and telephone platform sources
- Evaluations of market strategies for companies with products or services using speech recognition
- Assessments of R&D alternatives to help resolve priorities
- Market size estimates
- Speech patent analysis and expert witness services
- Evaluations of current, proposed, and needed features for products incorporating speech recognition
- Positioning to encourage investment
- Location of prospects and partners for particular speech recognition products and technologies
- Evaluating company or asset values in advanced speech technologies

Consulting qualifications:

William Meisel, Ph.D.

Backed by 30 years of experience in advanced speech technology and telephony products and markets, Dr. Meisel has been an independent consultant since 1991. Meisel ran a speech recognition company for a decade, and wrote the first textbook on computer pattern recognition early in his career. Meisel is President of TMA Associates and editor of Speech Strategy News, a paid-subscription newsletter. He is an organizer and creator of the *Voice Search Conference* (www.voicesearchconference.com) and has organized programs for many conferences in the past, including SpeechTEK West and the Telephony Voice User Interface conference.

Meisel has been named one of the Top Ten Leaders in Speech based on an online survey by Speech Technology Magazine. He has served as executive director of the Applied Voice Input / Output Society, a non-profit organization for the advancement of speech technology applications. Meisel is member of the 2006/2007 Editorial Advisory Board for *Speech Technology Magazine*. He is a popular speaker and organizer at industry conferences. Meisel created and held the *Telephony Voice User Interface Conference* for a number of years, and has launched the *Voice Search Conference* with AVIOS.

Meisel started *Speech Recognition Update* in January 1993, and has written over 140 monthly issues. *Telephone Strategy News* was split off from *Speech Recognition Update* in February 2004 as that market grew, and was published monthly until August 2006, when the two newsletters were merged into *Speech Strategy News*.

Meisel's background includes a solid technical foundation. He has a Ph.D. in Electrical Engineering and over 60 publications including a textbook on pattern recognition, technical and marketing articles, and five patents. He is the editor of *VUI Visions: Expert Views on Effective Voice User Interface Design*, published in 2006.

EXPERIENCE

TMA Associates, Encino, CA, 1991 - Present: President of TMA Associates and Editor of *Speech Strategy News*, an industry newsletter published by TMA. Consulting and market research. TMA Associates does consulting on advanced speech technology products—market analysis, business planning, product design, product development, and financing sources. TMA has done consulting for dozens of clients, from large to small, including many of the leading companies associated with speech recognition.

Meisel wrote three influential market studies, *Trends in Speech Recognition '92* and *The Advanced Speech Technology Market: Recognition, Text-to-Speech, and Compression* (1996), and *The Telephony Voice User Interface: Speech Recognition, Text-to-Speech, and Speaker Verification over the Telephone* (1998). TMA Associates sponsored the annual Telephone Voice User Interface conference for seven years before merging it with SpeechTEK West.

Speech Systems Incorporated, Tarzana, CA, 1981 - 1991: Dr. Meisel founded SSI in 1981 to develop a continuous speech recognition system. He was Chairman of the Board and President for most of this period. SSI develops and sells speech recognition systems for general applications and developed a Radiology Reporting System as a turn-key product. The company changed its name to SyVox after Dr. Meisel left and sold its assets in 2001.

Technology Service Corporation, Santa Monica, CA, 1970 - 1981: Several positions: ultimately, Manager, Computer Sciences Division. TSC was a system integration and R&D firm. Dr. Meisel helped the company grow from five people to over 200; the company was eventually sold to Westinghouse. Dr. Meisel began his work in speech recognition at TSC through government contracts.

University of Southern California, Los Angeles, CA, 1967 - 1970: Assistant Professor, Electrical Engineering Department. Dr. Meisel helped set up the Computer Science Department.

He introduced courses on Computer Design, Pattern Recognition, and Artificial Intelligence. Meisel wrote the first textbook on Computer Pattern Recognition.

EDUCATION

1967 Ph.D., Electrical Engineering, University of Southern California, with honors.
1966 M.S., Electrical Engineering, University of Southern California, with honors.
1964 B.S., Engineering, California Institute of Technology (Caltech), with honors.

PATENTS

“Speech Recognition System,” U.S. Patent # 4,718,096, Issued Jan. 5, 1988.
“Preprocessing System for Speech Recognition,” U.S. Patent # 5,054,085, Issued Oct. 1, 1991.
“Voice Activated Device and Method for Providing Access to Remotely Retrieved Data,” U.S. Patent # 5,752,232, issued May 12, 1998.
“Method and apparatus for time-synchronized translation and synthesis of natural-language speech,” US Patent # 6556972, issued April 29, 2003.
“Method and apparatus for translating natural-language speech using multiple output phrases,” US Patent # 6859778, issued February 22, 2005.
“Use of identification codes in the handling and management of communications,” US Patent # 7,197,640, issued March 27, 2007.

SELECTED PUBLICATIONS

Books:

- *Computer-Oriented Approaches to Pattern Recognition*, Academic Press, 1972.
- *New Components and Subsystems for Digital Design*, edited with W.C. Liles and M.D. Teener, Technology Service Corporation, 1975.
- *Trends in Speech Recognition '92*, TMA Associates, 1992.
- *The Advanced Speech Technology Market: Recognition, Text-to-Speech, and Compression*. Encino, California, TMA Associates, 1995.
- *The Telephony Voice User Interface: Speech Recognition, Text-to-speech, and Speaker Verification over the Telephone*, TMA Associates, 1998.
- *VUI Visions: Expert Views on Effective Voice User Interface Design*, (Editor), Trafford Press, 2006.

Selected Articles:

- “Locomotion Automata,” USC EE report 146, October 1965, abstract published in *IEEE Trans. Info. Theory*, April 1966, with R. B. McGhee.
- “A note on Internal State Minimization of Incompletely Specified Sequential Networks,” *IEEE Trans. on Electronic Computers*, Vol. EC-16, No. 4, August 1967.
- “A Numerical Integration Method Useful in Fourier Analysis,” *Communications of the ACM*, January 1968.
- “Optimal Allocation of Redundance in Highly Redundant Modular Systems,” *Proc. Hawaii International System Science Conf.*, University of Hawaii Press, January 1968.
- “Variable-threshold threshold elements”, *IEEE Transactions on Computers*, Vol. C-17, No. 7, July 1968.

- “Nets of variable-threshold elements”, *IEEE Transactions on Computers*, Vol. C-17, No. 7, July 1968.
- “Mean-Square Methods in Abstract Pattern Recognition,” *Information Science*, Vol. I, No. 1, December 1968.
- “Reliability Techniques Using Digital Components with Asymmetrical Failure Probabilities,” with P. Schaeffer, *IEEE Trans. on Reliability*, May 1969.
- “Hazards in asynchronous sequential circuits,” *IEEE Trans. on Computers*, September 1969, with R.S. Kashef.
- “Potential Functions in Mathematical Pattern Recognition,” *IEEE Transactions on Computers*, September 1969.
- “On-line Optimization of Maintenance and Verification Schedules,” *IEEE Trans. on Reliability*, September 1969.
- “On the Design of Self-Programming Computers,” *Proc. 1969 Symp. American Society of Cybernetics*, October 1969.
- “On Nonparametric Feature Selection,” *IEEE Transactions on Information Theory*, January 1971.
- “Multi-Objective Evaluation of a Traffic Control Strategy for the Reduction of Air Pollution,” with D.C. Collins, and M.D. Teener, XIX International Meeting of the Institute of Management Sciences, Houston, Texas, April 1971.
- “Optimization of Complex Systems with Respect to Multiple Criteria,” with R. Beeson, *Proc. 1971 Systems, Man, and Cybernetics Conference: Joint National Conference on Major Systems*, October 1971.
- “The Efficient Representation of Functions for Pattern Classification and Feature Selection,” *Proc. 1971 Systems, Man, and Cybernetics Conference: Joint National Conference on Major Systems*, October 1971.
- “Quantification and the Definition of Optimality for Decision-Making,” *Decision Analysis Workshop*, Anaheim, California, October 1971.
- “Methods Toward the Prognosis of Life Expectancy in Uterine Cancer,” with I.P. Bottlik and S.S. Kurohara, Subconference on Computers in Biomedicine, *Proc. 1972 Hawaii International Systems Science Conference*, Honolulu, January 1972.
- “Structural Languages and Biomedical Signal Analysis using Interactive Graphics,” with D.C. Collins, *Proc. 1972 San Diego Biomedical Symposium*, February 2-4, 1972.
- “A Test of an Algorithm for Continuous Piecewise Linear Approximation,” with M.D. Teener and D.C. Collins, *Technology Service Corporation Report No. 033*, March 1972.
- “Ramp Control to Relieve Freeway Congestion Due to Traffic Disturbances,” with H.J. Payne and M.D. Teener, *Technology Service Corporation report No. 034*, April 1972.
- “Traffic Restrictions for Air Pollution Episode Control – A Pilot Study,” with D.C. Collins, and M.D. Teener, *Annual Meeting of the Air Pollution Control Association*, Miami, Florida, June 1972.
- “Repromodeling in the Practical Utilization of Complex Environmental Models,” with D.C. Collins, presented at the *Modeling in Environmental Systems Analysis Session, Joint Automatic Control Conference, Stanford University*, August 17, 1972.
- “A Partitioning Algorithm with Application in Pattern Classification, Piecewise-Constant Approximation, and the Optimization of Decision Trees,” with D.A. Michalopoulos, *IEEE Trans. on Computers*, January 1973.
- “Repro-Modeling: An Approach to Efficient Model Utilization and Interpretation,” *IEEE Trans. On Systems, Man, and Cybernetics*, Vol. SMC-3, No. 4 (July 1973), pp. 349-358, with David C. Collins.

- “The Application of Repro-Modeling to the Analysis of a Photochemical Air Pollution Model,” with A. Horowitz and D.C. Collins, Final Report on EPA contract 68-02-1207, December 1973.
- “General Estimates of the Intrinsic Variability of Data in Nonlinear Regression Models,” *Journal of the American Statistical Association*, with Leo Breiman, June 1976.
- “Variable Kernel Estimates of Multivariate Densities,” *Technometrics*, with Leo Breiman and E. Purcell, May 1977.
- “Empirical approaches to Air Quality and Meteorological Modeling,” Proc. NATO CCMS Expert Panel on Air Pollution, Riso, Denmark, June 6, 1974.
- “An Algorithm for Constructing Optimal Binary Decision Trees,” *IEEE Trans. on Computers*, with H.J. Payne, September 1977.
- “The Role of Pattern Recognition in the Computer Aided Classification of Mass Spectra,” *Analytica Chimica Acta*, with M. Jolley, S.R. Heller, and G.W.A. Milne, 1979.
- “Voice-Aided Training,” *Proceedings of the Interservice/Industry Training Equipment Conference*, Orlando, FL, December 1981, pp. 128-133.
- “Speech-to-Text Systems: The Users' Needs,” *Proceedings of the First International Conference on Speech Technology*, Brighton, UK, October 1984.
- “Computer Transcription of Natural Speech,” *Proceedings Speech Tech '85*, April 1985.
- “Empirical Artificial Intelligence in Speech Recognition,” *Proceedings Artificial Intelligence and Advanced Computer Technology Conference*, April 1985.
- “Toward the Talkwriter,” in G. Bristow, Ed., *Electronic Speech Recognition*, Collins, London, 1986.
- “A Natural Speech Recognition System,” *Proceedings SpeechTech '87*, April 28-30, 1987.
- “Adding Intelligence in Speech Recognition,” *Proc. American Voice Input/Output Society*, June 1987.
- “A Large Vocabulary Natural Speech Recognition System,” *Proc. Speech Tech '88*, April 1988.
- “A Phonetically-based Speech Recognition System,” *Speech Technology*, Apr/May 1989, pp. 44-48 (with Fortunato, M.P., and Michalek, W.D.)
- “Parsimony in Neural Networks,” *Proc. International Joint Conference on Neural Networks*, Washington D.C., January 1990, pp. I-443 - I-446.
- “A Continuous Speech Recognizer Using Two-Stage Encoder Neural Nets,” *Proc. International Joint Conference on Neural Networks*, Washington D.C., January 1990, pp. II-306 - II-309 (with Anikst, Mark, Newstadt, R.E., S.S. Pirzadeh, J.E. Schumacher, P. Shinn, M.C. Soares, D.J. Trawick).
- “Neural Networks in a Commercially Available Speech Recognition System,” *Proc. Speech Tech '90*, April 1990, pp. 16-19 (with M.T. Anikst).
- “Language Engineering in a Large-Vocabulary Continuous Speech System,” *Proc. Speech Tech '90*, April 1990, pp. 359-363.
- “MedTrans™ 200: Radiology Reporting using Speech Recognition,” *Proc. International Conference on Computerization of Medical Records*, Kansas City, Mo., March 1990.
- “Experiments with Tree-Structured MMI Encoders on the RM Task,” *1990 DARPA Workshop on Speech and Natural Language*, June 1990 (with Anikst, M.T., K-F. Lee, M. C. Soares).
- “Efficient Representation of Speech for Recognition,” *Speech Technology*, Feb./March 1991 (with Mark Anikst).

- “The SSI Large-Vocabulary Speaker-Independent Continuous Speech Recognition System,” *Proc. of ICASSP 91 - 1991 International Conference on Acoustics, Speech and Signal Processing*, Toronto, Canada, May 14-17, 1991, pp. 337-340 (with M.T. Anikst, S.S. Pirzadeh, J.E. Schumacher, M.C. Soares, D.J. Trawick).
- “Automating Operator Services with Speech Recognition.” *Proc. Voice Systems Worldwide Japan*, Tokyo, Japan, Media Dimensions Inc., August 1992.
- “Neural networks and decision trees in speech recognition.” *Proc. Speech Tech*, New York, N.Y., Media Dimensions Inc., 203-207, Feb. 1992.
- “US speech recognition technology and market,” *Voice Systems Worldwide*, Tokyo, July 7-9, 1992.
- “Speech Recognition eases its way into the mainstream,” *Upside*, February 1993, pp. 34-42.
- “Consumer, computer, and industrial speech recognition applications,” *Voice ‘93 Spring*, March 30-April 1, 1993, San Diego.
- “User acceptance of restrictions on speaking style in speech recognition applications,” *Proc. AVIOS ‘93*, September 28-30, 1993, pp. 163-168 (American Voice Input/Output Society).
- “Talk to your computer,” *Byte Magazine*, October 1993, pp. 113-120.
- “Speech recognition on personal computers and workstations,” *Voice ‘93 Fall*, Atlanta, Georgia, November 2-4, 1993.
- “The Second Wave,” keynote speech at *Speech Recognition Applications: What Works, What’s Next?*, a conference sponsored by Probe Research Inc., San Francisco, February 24-25, 1994.
- “Executive Briefing on Speech Recognition,” *VOICE ‘94 Conference and Exhibition*, sponsored by Advanstar Communications, Anaheim, California, April 19-21, 1994.
- “Speech Recognition Markets & Trends,” *Advanced Speech Applications & Technology Conference*, June 14-15, 1994, San Jose, California, Advanstar Expositions.
- “Issues in Market Acceptance of Speech Recognition,” *Proceedings AVIOS 1994*, American Voice Input/Output Society, San Jose, CA, September 20-22, 1994.
- “Speech Recognition Market Overview,” (Featured Session) *Advanced Speech Applications & Technology Conference*, April 4-5, 1995, San Francisco, California, Advanstar Expositions.
- “What makes a successful speech recognition product?” *Proceedings AVIOS 1995*, American Voice Input/Output Society, San Jose, CA, September 12-14, 1995.
- “The business outlook for speech recognition,” *Speech Recognition Seminar*, The Interface Lab, Center for the Study of Language and Information, Stanford University, November 8, 1995 (Featured speech).
- “Applications of speech recognition,” Invited “State of the art” lecture at the *IEEE Signal Processing Society Workshop on Automatic Speech Recognition*, Snowbird, Utah, December 10, 1995.
- “Speech Recognition Market Overview,” featured talk at *Advanced Speech Applications and Technology Conference and Exposition (ASAT ‘96)*, San Jose, California, April 16-17, 1996.
- “Straight Talk about Speech Recognition,” *Business Communications Review*, August 1996, pp. 45-49.
- “The Telephony Voice User Interface: Progress and Hurdles,” featured talk at *AVIOS ‘96 International Voice Technologies Applications Conference*, San Jose, California, September 10-12, 1996. (Paper also included in Conference proceedings.)

- “Can Speech’s Benefits Justify the Cost?,” *Speech Technology*, August/September 1996, p. 15-18.
- “Speech on the Internet,” talk at *SpeechTek ‘96*, October 23, 1996, New York, NY.
- “Speech Recognition Products and Markets,” featured talk at *Advanced Speech Applications and Technology ‘97*, April 15, 1997, San Francisco, California.
- “Telephone speech recognition market overview,” talk at *SpeechTEK*, Oct. 30, 1997, New York, NY.
- “Speech Recognition Market Overview,” keynote talk in *Speech Technology Symposium, Voice Europe*, London, October 6, 1997, England.
- “Developments in the Telephony Voice User Interface,” Market Study, September 1997, Publisher: TMA Associates (400 pages).
- “Telephones present a new face,” (interview), *Speech Technology Magazine*, June/July 1998, pp. 16-19.
- “Overview of telephone speech recognition development,” Telephone Speech Recognition Developer’s Workshop at *ASAT ‘98*, July 27, 1998.
- “Overview of PC & Consumer product speech recognition development,” PC & Consumer Speech Recognition Developer’s Workshop at *ASAT ‘98*, July 27, 1998.
- “The Speech Recognition Market,” featured talk at the *Advanced Speech Applications and Technology Expo ‘98*, San Jose, CA, July 28, 1998.
- “Speech recognition over the telephone: Possibilities and Pitfalls,” *CommUnity 98* (part of *Net + Interop 98*), October 20, 1998.
- “Hearing is believing: Turning speech recognition into profitable products,” Panel at Technologic Partners’ *Technology Outlook* conference, December 7-8, 1998.
- “The Telephony Voice User Interface,” *CommUnity 99*, 98 (part of *Net + Interop 99*), Las Vegas, NV, May 10-15, 1999.
- “The Telephony Voice User Interface: An overview,” featured talk at *The Telephony Voice User Interface Conference*, Scottsdale, AZ, January 28, 1999.
- “Speech Recognition in the United States,” Keynote talk, Voice Messaging Association Meeting, Montreux, Switzerland, October 5, 1999.
- “Voice-activated auto attendants: An overview,” *SpeechTEK ‘99*, New York City, October 27, 1999.
- “Speech Technologies: Moving from technology-driven to customer-driven applications,” *Dialogic/Intel TechSummit 99*, San Diego, CA, November 17, 1999.
- “Can Speech Recognition Give Telephones a New Face?” Voice 2000 supplement to *Business Communications Review*, November 1999, pp. 18-22.
- “Where’s the Beef? Speech Technology Market Trends,” Featured speech at *AVIOS 2000* (Applied Voice Input/Output Society), San Jose, California, May 21-24, 2000.
- “Telephone speech recognition—Present and Future,” *Philips Speech Solutions Conference Europe 2000*, Barcelona, Spain, 19-20 June 2000 (Keynote speech).
- “Standards and the telephone speech recognition marketplace,” *SpeechWorks Conversation 2000 Conference*, Laguna Niguel, California, Sept. 17-20, 2000.
- “The Voice Web: Speech recognition brings Internet-like opportunities to the telephone,” *Speech Technology Magazine*, November/December 2000, pp. 30-33.
- “Speech Recognition on the PC: Sideshow or Main Event?,” *Speech Technology Magazine*, January/February 2001, pp. 32-35.
- “Business Models on the Voice Web: The changing face of telephony and its impact,” Telephony Voice User Interface Conference, featured talk, February 7-9, 2001, Scottsdale, Arizona.

- “Market overview: Status and trends in the speech recognition market,” Proceedings of the 20th annual conference of the Applied Voice Input/Output Society (AVIOS 2001), April 2001, p. 1.
- “The Voice Web Opportunity,” *Speech Technology Expert Ezine*, May 1, 2001 (premier issue), VercomNet.
- “Applications and Alphabet Soup,” V-World conference, May 20-23, 2001, San Diego, California.
- “Telephone speech technology market trends,” *SpeechTek 2001*, October 24-26, 2001, New York, NY.
- “Market Overview: What, When, and How Much?,” Telephony Voice User Interface Conference 2002, Scottsdale, AZ (February 2002).
- “Marketing as Conversation: The VUI as a new way to reach and hold customers,” Telephony Voice User Interface Conference 2002, Scottsdale, AZ (February 2002).
- “The Voice Web—How speech recognition changes telephony,” *Vodafone Receiver #5* (March 2002).
- “Telephone speech recognition: A business case overview” (Opening talk), Voice World Europe, London, UK (April 2002).
- Analyst Panel: “Trends in Speech Technology,” SpeechWorks’ Global Speech Day, Boston, MA (May 21, 2002).
- “Enterprise-Wide Speech Strategy,” Nuance V-World, Orlando, FL (April 2002).
- “Business Opportunities Panel,” Annual Conference of the Applied Voice Input/Output Society 2002, San Jose, CA (May 2002).
- “Voice in the Computing Infrastructure: Power Session” (Panel co-Moderator), Kelsey Group’s Vox 2002 Conference, San Francisco, CA (July 2002).
- “Ask the Analyst: Where is Speech Technology Headed,” *SpeechTek 2002*, New York, NY (to be presented November 2002).
- “Conversational Marketing: Speech Technology Makes the Telephone a New Medium,” *Speech Technology* magazine, September/October 2002, pp. 6-9.
- Analyst’s Panel, *Conversations 2002*, Boca Raton, FL (October 2002).
- “Ask the Analyst: Where is Speech Technology Headed,” *SpeechTek 2002*, New York, NY (November 2002).
- “Conversational Marketing: The Telephone as a Distinct Way to Create and Hold Customers,” Plenary talk, Telephony Voice User Interface Conference, Hotel del Coronado, Coronado, California, February 3-5, 2003.
- “Technology barriers to speech market growth,” 2nd Annual Research Symposium of the Human Language Technology Research Institute, University of Texas, Dallas, Dallas, TX, March 10-11, 2003.
- “Creating an enterprise telephone speech strategy (half-day tutorial),” *SpeechTek 2003*, September 29-October 2, 2003, New York, NY.
- “Creating a speech strategy (Moderator),” *SpeechTek 2003*, September 29-October 2, 2003, New York, NY.
- “Analyst Wrap-Up Session (Panel),” *SpeechTek 2003*, September 29-October 2, 2003, New York, NY.
- “Telephony Voice User Interface Conference,” *The Phonetician*, 2003-II, p. 28.
- “Expanding telephone self-service options—Their role in the call center,” Call Center West 2003, November 17-19, 2003, Los Angeles, CA.
- “Conference Overview: Industry Trends,” Telephony Voice User Interface Conference, Miami, Florida, February 5-6, 2004.

- “Applications: What companies are doing and planning to do with speech technology,” (in “Applications and Markets” Tutorial), AVIOS-SpeechTEK 2004, San Francisco, CA, March 25, 2004.
- “Chairman’s overview,” Voice World Europe, London, England, May 5, 2004.
- “Telephony ROI: A broader look at returns to the organization,” presented at SpeechTEK Fall, NY, October 2004.
- “Speech Technology: Science Fiction Gives Way To Real Value,” *Speech Technology* magazine, January/February 2005, p. 28.
- “Choosing a vendor and evolution strategy for evolution strategy for contact center applications contact center applications,” Tutorial presented at SpeechTek West 2005, San Francisco, California, February 2005.
- “Is there a ‘Speech Industry’?” *Speech Technology Magazine*, July/August 2005, p. 51.
- “Preparing for the tsunami: Will voice search engines flood call centers?” presented at SpeechTEK 2005 (New York), August 2005.
- “Selecting call center vendors,” tutorial presented at SpeechTEK 2005 (New York), August 2005.
- “Speech Technology: Finally, a Competitive Necessity,” *Speech Technology Magazine*, January/February 2006, p. 30.
- VUI Visions: Expert Views on Effective Voice User Interface Design*, (Editor), Trafford Press, 2006.
- “Speech recognition,” in *Wireless Communications: The Future*, William Web, Wiley, 2007.
- “Opening Keynote: The customers speak out! (panel),” organizer and moderator, SpeechTEK West, February 21-23, 2007.
- “Advertising in Telephone Speech Applications,” talk at SpeechTEK West, February 21-23, 2007.
- “Turbulent change drives Communications and the Voice User Interface,” presentation, SpeechTEK, New York, NY, August 20, 2007.
- “Dealing with change in customer care,” presentation, Nuance Conversations 2007, Boca Raton, FL, October 22, 2007.
- “A helping hand in voice search,” *Speech Technology* magazine, January-February 2008, p. 4.
- “The Voice Search Paradigm in Call Centers: Just Say It!,” *Voice Search Conference 2008*, San Diego, March 10-12, 2008.
- “Closing debate: Lessons we should take from the conference,” panel discussion, *Voice Search Conference 2008*, San Diego, March 10-12, 2008.