

# *ITSC*

## Information Technology Support Center

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Winner of AFEI's Industry Award for Excellence in Enterprise Integration*

## **FY04 PROJECT TASK ORDER**

FY0403 Speech Recognition for UI Claims,  
UI Appeals, and UI Adjudication

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Sponsoring Organization:

USDOL

Version: 3.0

**Date: 23 January 2004**

# ITSC PROJECT TASK ORDER

**Project:** FY0403

**Version:** 3.0

**Speech Recognition for UI Claims, UI Appeals,  
and UI Adjudication**

**Date:** 23 January 2004

## 1 INTRODUCTION

This Project Task Order (PTO) will be accomplished under the FY 2004 Main Grant Funding from National Department of Labor. This PTO is a continuation of the work completed under PTO 2403BN02, Speech Recognition Pilot Integrated with ITSC Internet Claims Application. The output of this project will be software.

### (a) Summary

Unemployment insurance (UI) contact centers continue to evolve and utilize new sources of technology to offer citizens and claimants multiple methods of contacting the UI agency. There is a growing need for the Information Technology Support Center (ITSC) to provide and/or recommend technologies that may be integrated in with existing contact center applications to enhance customer service. One of these technologies is speech recognition. The use of speech recognition has become prevalent in commercial call centers. There is some minimal use of it in the UI call center arena, but very little.

This project builds upon PTO 2403BN02, which was started in FY2003. Under 2403BN02, the ITSC procured a hardware and software platform of commercial speech recognition products. The ITSC installed, tested and developed a first pilot speech recognition application using an already existing ITSC for Internet claims. This project, 2404BN03,

- Continues the establishment of the speech recognition infrastructure needed to support pilots
- Will add more ITSC speech automation UI script applications
- Enhance the FY2003 2403BN02 demo system to a more natural language user interface

### (b) Background

The use of speech recognition has become prevalent in commercial call centers and its use for UI call centers will be evaluated. The ITSC has procured and developed an infrastructure for speech recognition in FY2003 and developed its first pilot application.

### (c) Business Need

The proof of concept pilot applications using speech recognition will be used by the ITSC to demonstrate to UI agencies the potential for speech recognition applications. The pros and cons, as well as in-depth technical issues and resolutions, will be documented. The results of this PTO will be available to all UI agencies. UI agencies need to expand customer service and speech recognition is certainly an area of technology that may help.

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## (d) Benefits

The ITSC will become more experienced in the speech recognition area and will make this expertise available to UI agencies through the results of this PTO and through its interactions with UI agencies on an ongoing basis. UI agencies do not have to 're-invent the wheel' for common use tools such as staffing projection and fact-finding scheduling tools.

## (e) Audience

The audience for this PTO is: call center project managers, call center managers/supervisors, and information technology (IT) staff that support call center applications.

## (f) Risk Assessment

Potential risks for this project are minimal, if any.

## (g) Definitions and Acronyms

This section defines and describes any terms and acronyms used in the Project Task Order.

<u>Term</u>	<u>Definition</u>
DOL	Department of Labor
ITSC	Information Technology Support Center
N/A	Not Applicable
PTO	Project Task Order
UI	Unemployment Insurance
USDOL	United States Department of Labor

## (h) Reference Material

This PTO is a continuation of the work completed under PTO 2403BN02, *Speech Recognition Pilot Integrated with ITSC Internet Claims Application*.

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## **2 STATEMENT OF WORK**

### **(a) Task Description**

The ITSC will continue to provide help to UI agencies in the development of software tools that can be used by all UI agencies. The use of speech recognition has become prevalent in commercial call centers. There is some minimal use of it in the UI call center arena, but very little.

Under FY2003 project 2403BN02, the ITSC procured, at well below market price, a SpeechWorks platform –including a server with four telephone ports, as well as speech recognition software to enable the development of applications that are speech enabled. This project provides for the continued development of ITSC expertise in speech recognition technology and the dissemination of this knowledge to UI agencies through partnerships and seminars.

- The ITSC will build upon the speech recognition infrastructure established in FY2003.
- The ITSC will apply speech recognition technology, using the existing SpeechWorks platform and software, to ‘Speech-Enable’ additional existing ITSC applications.
- These deliverables will be added this to the ITSC's in-house laboratory, and will be accessible via telephone lines for demonstration and use by UI agencies.
- The ITSC will track current activities of state UI agencies in speech recognition, particularly Georgia.
- The ITSC will document relevant lessons learned in their software report.

The ITSC will program up to two applications and set up demonstrations of the ‘Speech-Enabled’ scripted applications that will be presented to UI agency managers and staff at seminars, conferences, and one-on-one with UI agencies interested in implementing speech recognition.

Claims Appeals applications and some portion of Adjudication applications are the most likely candidates at this time for speech recognition implementation.

The ITSC will seek at least two UI agency partners to work with and to share ideas. One UI agency (GA) has independently inquired about speech recognition, and the ITSC will seek to work with this partner, possibly utilizing one of their applications as part of the project.

### **(b) Deliverables**

The ITSC will produce up to two speech recognition-enabled applications.

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<u>Task</u>	<u>Deliverable</u>	<u>Product Type</u>	<u>Audience</u>
1	1A - Speech Recognition Integration with ITSC Application	Software	Call Center Project Managers, Call Center Managers, IT Staff
1	1B - Speech Recognition Integration with ITSC Application	Software	Call Center Project Managers, Call Center Managers, IT Staff

**(c) Dependencies**

This task is dependent upon the speech recognition platform procured and set up in FY2003 under project 2403BN02.

**(d) Schedule**



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## 3 PROJECT ORGANIZATION

### (a) Project Responsibilities

<u>Name</u>	<u>Title</u>	<u>Telephone Number</u>	<u>Email Address</u>
Tim Meier	Manager	(301) 513-9794	tmeier@itsc.org

### (b) Staffing Plan

<u>Task</u>	<u>Technical</u>	<u>Admin</u>	<u>Totals</u>
1	1770	80	1850

### (c) Resource Requirements

None

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ITSC Executive Director

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State of Maryland Grant Manager