



Certification Course on **Natural Language**

A complete course training and programming certification course about Natural Language technologies

ANNOUNCEMENT

- Natural Language, a **VOCALCOM** company, is providing to the market the most advanced technology in written and spoken dialogue systems: a new generation of technology based on artificial intelligence, computational linguistics, psycho-linguistics and neuro-sciences.
- The business model of Natural Language is oriented towards the collaboration with third-party companies (resellers and integrators) in order to provide the best service to our end customers.
- This Certification Course will provide the integrators with the knowledge, tools and skills to successfully work with the technology developed by Natural Language.

GOALS AND ATTENDANTS

- The Training Course on Natural Language is meant to be attended by the technical staff involved in the development of applications, including analysis, design, implementation and evaluation of the product quality.
- The main profiles of the attendants include Analysts, Programmers, Software Engineers and Senior Developers with a high proficiency level on Computer Science.
- It is compulsory to have a good working knowledge of Unix/Linux as this is the platform targeted by the technology and the one that will be used along the course. In addition the attendants will benefit from having a good background knowledge of Structured and Object-Oriented Programming, Database Management, Web-Services and Programming Methodologies, as well as previous training and experience on Speech Recognition, Artificial Intelligence, Natural Language Engineering and related fields.

ORGANIZATION

- The Certification Course on Natural Language comprises 10 intensive days of training along two weeks (see program attached).
- In order to obtain information about prices, upcoming courses and events (dates and locations), please contact your Vocalcom representative or contact us at: support@naturallanguage.es

Certification Course on Natural Language

PROGRAM

Session 1:

→ Natural Language: Basics and Examples

- Introduction
- Functional and Computational Architecture
- Functional Description: Expectations
- Essential Concepts
- NL Profiles
- The definition of a Sintagma Project
- Basic examples on Sintagma

Session 2:

→ The NLU Stage

- Setup of a Sintagma Project for the NLU stage
- The Feature Model Specification
- The Lexicon Specification
- The Grammar Specification: The Sintagma Programming Code
- Classic examples on Sintagma

Session 3:

→ The DM Stage (I)

- Debugging the NLU Stage
- Development of the NLU stage for a real case
- The Focus Definition
- The Merging Strategies
- The Raising Strategies

Session 4:

→ The DM Stage (II)

- The Thought Strategies
- The Delivering Strategies
- The Phrasing Strategies
- Debugging the DM Stage
- Development of the DM stage for a real case

Session 5:

→ The DM and NLG Stages

- Development of the DM stage for a real case
- The Generation Strategies

Antonio Adsuar

Development Engineer, Documentation and Training Manager

Session 6:

→ Evaluation of a text solution

- Development of the NLG stage for a real case
- How to evaluate a text solution
- The NLTalkEngineEval syntax
- The understanding of the evaluation output

Session 7:

→ Voice Projects

- Sintagma and Voice Recognition
- ASR and TTS solutions
- Text vs. Voice
- Requirements at the beginning of a new voice Project
- A case study: SafariMLin (description)

Session 8:

→ SafariMLin

- The SafariMLin FM stage
- The SafariMLin NLU stage
- The SafariMLin DM stage
- The SafariMLin NLG stage
- The SafariMLin evaluation

Session 9:

→ The Topic Level

- Motivation
- The Topic Level
- The WebMap and WebMapSpider tools
- The Topic Map
- Taxonomy
- Interacting between Topic and Dialogue Level
- Development of the Topic Level for a real case

Session 10:

→ The Knowledge Level

- Motivation
- The Knowledge Level
- The Knowledge Map
- Interacting between Knowledge and Dialogue Level

Session 11:

→ The Statistics Module

- Definition of the dialogue statistic ítems
- The Statistics Tool

VOCALCOM
Call Center Technology

VOCALCOM is a leading international developer and integrator of contact centre solutions. We bring to market a broad range of products and associated services that enable organizations to interact with their customers using all available communication interfaces: telephone, fax, e-mail, Web, VoIP... VOCALCOM has over 300 employees, over 3.500 clients and more than 400.000 implemented solutions. With a global presence in 40 countries, ending last accountant period with a consolidated group turnover exceeding 100 M €, making them the top European group and one of the leading providers of contact centre technology in the world.

Natural Language

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