



## Shenzhen International Airport Speech-activated Flight Enquiry System

### Shenzhen International Airport

Shenzhen International Airport is a modern airport, meeting the standards of any international airport. Since its launch in October 1991, it has quickly become one of the seven busiest airports in China and has been ranked number five in passenger throughput among airports in China. The airport's growth rate has been over 35% every year in the past four years. Currently, the airport offers 74 domestic and seven international routes, accessing 57 cities in China and overseas. Shenzhen International Airport is the first international airport in China to be certified as an International Hygiene Airport by the International Hygiene Organization.

#### The Solution

In order to enhance service quality, Shenzhen International Airport launched the world's first trilingual flight enquiry system in June 2000 using InfoTalk's award-winning conversational speech understanding engine, **InfoTalk-Recognizer**. Callers can now dial the 24-hour Shenzhen International Airport Flight Enquiry Hotline and access flight information in Putonghua, Cantonese or English via any telephone at anytime, anywhere. The speech-activated flight enquiry system helps Shenzhen International Airport reduce its costs, thus enhancing service efficiency. Users don't need to listen to long lists of touch-tone options, further increasing user-convenience.

#### The Technology

- Conversational speech understanding
- Speaker-independent and accent tolerant
- Real-time application
- Dynamic information database management
- Languages include: English, Putonghua and Cantonese

#### The Benefits

**Quick automated response:** With Shenzhen International Airport's speech-activated flight enquiry system, callers can quickly receive real-time flight information without going through a long list of touch-tone options or having to wait for an available operator.



*"InfoTalk's speech understanding technology has enhanced our service quality and has reduced our operational costs, bringing users and Shenzhen International Airport a lot of benefits."*

Mr. Biao Huang  
Director of Technology Department  
Shenzhen International Airport



**Dynamic database:** The system is connected to the flight database of the Civil Aviation Administration of China, ensuring the information provided is quick and accurate.

**Multilingual capability:** InfoTalk's advanced conversational speech understanding engine, **InfoTalk-Recognizer**, accurately recognizes Putonghua, Cantonese and English.

**Convenience:** **InfoTalk-Recognizer** can provide a friendly interface. Callers only need to read out their choices to instantly access accurate information.

**Open platforms:** **InfoTalk-Recognizer** runs on most industry-standard platforms, operating systems and telephony hardware.

**Maintenance-free:** The real-time flight enquiry system is fully automated and completely self-maintained. It does not require special operations and runs without operator attention or interference.

**Fully scalable:** **InfoTalk-Recognizer's** client-server architecture allows Shenzhen International Airport to quickly expand its system capacity to handle high volumes of caller traffic.

**Efficient and Cost-effective:** The real-time flight enquiry system powered by **InfoTalk-Recognizer** enables Shenzhen International Airport to fully utilize its resources and helps cut operational costs.

**Reliable Technology:** **InfoTalk-Recognizer** delivers high accuracy and consistent performance.

## InfoTalk's Mission

InfoTalk's mission is to develop and market multi-lingual conversational speech understanding technology to enhance the quality and efficiency of our daily lives.

Bringing in a full set of RSVP products: **InfoTalk-Recognizer**, **InfoTalk-Speaker**, **InfoTalk Verifier** and the VoiceXML platform, InfoTalk advances Business solutions by the company's robust core engine, with text-to-speech and speaker authentication capabilities, fully supporting VoiceXML specifications.

Designed for the diversified cultural environment in Asia, InfoTalk's award-winning InfoTalk-Recognizer understands natural continuous speech in **multiple and mixed** Western and Asian languages.

InfoTalk's speech technology creates a user-friendly, natural, spontaneous and interactive interface for computer-telephony solutions. It enables users to access information and services, perform transactions and interact directly with computer systems over the telephone and the Internet.

Many companies are using InfoTalk's speech technologies to enhance their computer-telephony applications. So can yours. Unlimited possibilities are waiting for you. Come, let's talk.

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