

Applied AI News

In preparation for the Summer Olympics in Barcelona, **Telefonica de Espana S.A.** (Madrid, Spain), the Spanish telephone company, has developed a Spanish-language speech recognition system. A caller will be able to access business information by dialing a toll-free number and saying "uno," "dos" or "tres" into the phone in response to a recorded prompt (such as "say one for sales, two for service," etc.). An intelligent network system developed by **ATT Spain** will recognize the caller's speech input and send the data to the network for connection to the desired service.

Varian Associates (Palo Alto, CA) has implemented an expert troubleshooting system to provide better service for its customers worldwide. The company's customer support personnel are now using a computer-aided intelligent service system to analyze equipment failures and track parts usage more rapidly.

Compaq Computer Corp. (Houston, TX) has installed a large-scale help desk automation system that draws on case-based reasoning. Currently in production, the Support Management Automated Reasoning Technology (SMART) system for Compaq Customer Service automates the process that customer support personnel use to resolve product-related problems and systems integration issues experienced by customers, dealers and national accounts.

Nestor Inc. (Providence, RI) will implement a pilot project for Mellon Bank (Pittsburgh, PA) using Nestor's credit card Fraud Detection System, a neural network-based mainframe application. The system is designed to protect individual cardholders and banks against losses due to fraud.

Target Stores (Minneapolis, MN) has enhanced its technical support hotline for employees with an expert system helpdesk shell. The system is designed to automate the 20,000 technical support calls Target receives each month from employees. The helpdesk shell addresses such applica-

tion needs as customer support, field service, end-user computing, and vendor technical support.

Macro*World Investor, a stock analysis expert system from **Black River Systems** (Winston-Salem, NC), has predicted the five most attractive companies for 1992: AST Research, Compaq Computer, Edison Brothers Stores, Lukens, and Wells Fargo. Econometric in nature, the system performs advanced statistical analyses and data transformations while considering several hundred financial and economic trends and indexes.

Danish Fur Sales (Copenhagen, Denmark) has developed a neural network system that automatically sorts mink furs into six different color classes. The color matching had previously been done by human eyes only. The neural network system is currently being used in a test production.

Empros Systems International (Plymouth, MN) has developed the Heuristic Scenario Builder, a knowledge-based component of an operator training simulator system. The HSB is used to increase employee productivity for both instructors and students, and was developed at the request of the **Electric Power Research Institute (EPRI)**.

American Telephone Telegraph Co. (New York, NY) plans to deploy its voice recognition technology nationwide by replacing long-distance operators with computerized systems. ATT reportedly plans to close 31 of its operator centers, and to lay off from 3,000 to 6,000 of its workers in the next two years. ATT has tested the voice recognition systems in the Dallas-Fort Worth area.

nCUBE (Foster City, CA) has entered into a joint research partnership with **Paralogic**, **Lehigh University** and **The Pennsylvania Ben Franklin Technology Center** (all of Bethlehem, PA) to produce an expert system to tune on the nCUBE 2 supercomputer. The partnership will produce a version of **ParalogicUs n-parallel Prolog** for the nCUBE 2 system.

Stone Webster (Boston, MA) and **The Foxboro Co.** (Foxboro, MA) plan to jointly market the **Recovery Boiler Advisor**, Stone Webster's real-time expert system for monitoring Kraft black liquor recovery boilers used in the pulp and paper industry. The system continuously monitors boiler data to reach conclusions and make recommendations during abnormal operating conditions. The first installation of the integrated Stone Webster/Foxboro system is at **Weyerhaeuser's** Longview, WA, mill.

Molecular Knowledge Systems (Nashua, NH) has been subcontracted by **OLI Systems** (Morris Plains, NJ) to develop a significant portion of the work on a computerized manual for the **American Institute of Chemical Engineers' Design Institute for Physical Property Data** (New York, NY). The software to be developed will feature a logic routine which will take available information about a chemical and determine the optimal sequence of estimation procedures to fill out the remaining data values and coefficients, allowing users to predict a specified roster of physical and thermodynamic properties for the chemical or mixture.

SRI International (Menlo Park, CA) has formed a **Pocket Intelligence Forum** to monitor and provide information on the technologies, applications and markets of pocket intelligence products such as notebook, handheld, palmtop, and pentop computers. Software and peripherals that support this market, such as memory cards, smart cards, tokens, tags, and wireless communication, will also be covered.

David Blanchard is editor of *ISR: Intelligent Systems Report*, the monthly newsletter of applied artificial intelligence. For further details on the above stories, or to report information on other applications of AI, contact *ISR* at 2555 Cumberland Parkway, Suite 299, Atlanta, GA 30339, (404) 434-2187, FAX: (404) 432-6969. Subscription price: \$249 for 12 issues.