

Emotion Recognition on “Talk of the City”

Shri was interviewed on the local NPR affiliate, KPCC, by host Kitty Felde on the program “Talk of the City” on May 26, 2005.

Voice Interpretation Technology

Everyone knows the frustration of trying to communicate with a company that refuses to put a live person on the phone. But what if the computer on the other end of the line could feel your pain? New breakthroughs in voice recognition technology enable automated phone systems to "hear" whether you're angry, fed up or frustrated – and to know when it's time to transfer you to a real person. USC Professor Shri Narayanan developed the system, which analyzes language and transforms speech patterns into electrical waveforms that can be interpreted by the computer. But the applications go beyond customer service – Narayanan's system could also help children with learning difficulties, bridge cultural differences and deepen our understanding of the art of communication.