MASTER THESIS in Lausanne or Zurich. Join our team as intern and you will find a young, dynamic and culturally diverse working environment.

CUSTOMER EXPERIENCE WITH SPEECH RECOGNITION

DESCRIPTION

AI made significant progress and bots are flourishing in many systems. One step further, we propose to implement several use cases around customer interaction where:
› a customer can interact with a bot, open a case with voice
› a human advisor can interact with the system to engage with its customer also with voice.

This internship can leverage the existing development of a smartwatch application (wearable device for the human advisor).

OBJECTIVES

You will have to research and propose voice interaction technologies that fit close to real life conditions. You will design and implement a solution that covers following use cases:
› Starting a customer complaint process using voice
› Recollecting information from the customer
› Notification to human advisor in defined situations
› Voice interaction between the advisor and the system
› Creation of the corresponding activities in a CRM (customer relationship management) system

A demonstrable Proof of Concept is expected

KNOWLEDGE / SKILLS REQUIRED

› Self-organized and autonomous with soft-skills to work in a team.
› Software engineering and programing,
› Interest in Big Data and Machine learning,
› On-the-job training will be provided by our experts.

ABOUT ELCA

With more than 900 employees, ELCA is one of the biggest independent Swiss IT solutions providers, and a leader in the fields of IT business consulting, software development and maintenance, as well as IT systems integration. The company, with offices in Lausanne, Geneva, Berne, Zurich, Basel, Paris, Madrid, Granada (near-shore), Ho Chi Minh City (VN) and Port-Louis (MAU) (offshores development) is privately owned. ELCA has an annual revenue of over 141 million Swiss francs.

IF YOU ARE INTERESTED in applying for this position, please send us your complete application (CV, cover letter, transcripts, diplomas and certificates).