Manpower crunch and rising labour cost are great challenges faced by many local companies especially in the labour intensive service industries. Intelligent dialogue agent technology, which is able to replace humans in many fields, constitutes one of the good solutions to these problems. With its intelligent dialogue agent technology, I2R has developed a Virtual Tour Guide to interact with humans by means of natural language, either speech or text, in both English and Chinese to answer questions related to Singapore on local interesting spots, shops, hotels, restaurants, maps, etc. The Virtual Tour guide can be presented in the form of both web-based and mobile applications.

**Features**

- Cloud-based Client-Server architecture
- Implements Natural Language Understanding instead of Keyword-based Search
- Implements Dialogue Management Strategy in addition to Q&A
- Supports Speech, and text, input modalities in multiple languages
- Quick-Teach: Learning mechanism based on natural language
Applications

- Virtual tour guide for better tourist experience
- Virtual agent for personalised access to public services and information
- Virtual agent for customer support, marketing and loyalty program management
- Virtual assistant for both on-line and call-center information search and access

Applications

- Increased productivity and reduced cost
- Multimodal interaction with speech, text, Avatar, map, image, etc.
- Learning capabilities allowing for system improvements

Benefits