

Cerence Building Mobility Platform

Elevating the user experience for navigating buildings

Today, consumers increasingly expect humanized and touchless voice interactions with the machines in their lives – whether with their connected home appliances or their vehicles. After years of advancing artificial intelligence and voice technologies for cars, Cerence has developed an advanced AI-powered IoT solution for elevator systems, enabling a compelling, safe and touchless experience, as well as connected AI services, for users on-the-go within buildings.

The Cerence Building Mobility Platform includes a smart hardware device that facilitates communication between the hall and the elevator car, as well as cloud-based services including AI-powered voice, content, maintenance services, and a customer portal for elevator OEMs or building management. Together, these elements deliver a customized, voice-powered experience for elevators, allowing users to navigate to their desired location. Gone are the days of scouring the building directory to find what floor your destination is on. Simply tell the elevator which floor or which business you're going to, and it will take you there. The solution can also inform users of the local weather and traffic and deliver proactive notifications in case of emergency or other important information needs.

Built to be quickly and seamlessly integrated with an elevator's native operating system, the Cerence Building Mobility Platform offers advanced speech recognition to process spoken utterances and return relevant results back to the elevator for command execution, as well as simultaneous multi-lingual speech recognition, meaning users can speak in their own language and the system will respond in kind.

The Cerence Building Mobility Platform is a flexible, future-proof solution that can evolve throughout the lifecycle of the elevator and building.

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BENEFITS

- **Healthier Experience:** Offers a safer, touchless way to interact with elevator/building
- **Automatic Speech Recognition and Multilingual Support:** Process spoken utterances – with or without a wake-up word – with simultaneous multilingual speech recognition to recognize the user’s language and respond in kind
- **Voice-Enabled Building Directory:** Building management can add, delete or change entries through the portal
- **Customizable Experience:** Building management can easily make changes to key features (supported languages, audio prompts, building directory, etc.)
- **Sustainable, Software-Driven Value:** Flexible, future-proof solution that can evolve throughout the building lifecycle through a software-defined architecture with OTA updates or onsite toolkits
- **Deep OEM partnership:** Close collaboration with elevator OEMs to deliver a building-smart solution
- **Robust Hardware:** Automotive-grade hardware operates with full features in temperatures ranging from -30°C to 85°C with a long-term warranty
- **Integration with Cerence Portfolio:** Deep integration with Cerence Domains, Cerence Reader, voice clone technology, and more for a highly customized experience

FEATURES

The Cerence Building Mobility Platform is built to be quickly and seamlessly integrated within an elevator’s native operating system.

Features of Car Call Devices and Hall Call Devices:

- **Wake-up word support** – Building management can choose a word to engage with the system, offering a customized, branded experience
- **Embedded Automatic Speech Recognition (ASR)** – Process spoken utterances and return relevant results back to the elevator for command execution
- **Embedded Text to Speech (TTS)** – The technology “reads” the information back to the rider clearly and in their language
- **Embedded Speech Signal Enhancement (SSE)** – Removes noise from the audio signal captured in the elevator

Cloud Connectivity delivers expanded functionality, including:

- Diagnostics channel for elevator company
- Cloud speech recognition services to support additional languages and keep languages up-to-date and accurate
- Content Acquisition for weather, ads, etc.
- Wireless connection via Wi-Fi
- OTA updates, device firmware upgrades, and device status checks eliminate the need for an onsite technician
- Voice/usage analytics
- Access to portal for remote provisioning