

ROADMAP FOR CONVERSATIONAL INTERACTION TECHNOLOGIES

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Conversational Interaction Technologies



Enable people achieve some **end-goal**, through **natural communication**, with – or mediated by – devices

Proactive, multimodal, social, and autonomous

Agents

Interaction **driven** & **informed** by

Analytics

Pillar of the Digital Single Market



Underpinning sectors in which Europe enjoys world-class positions













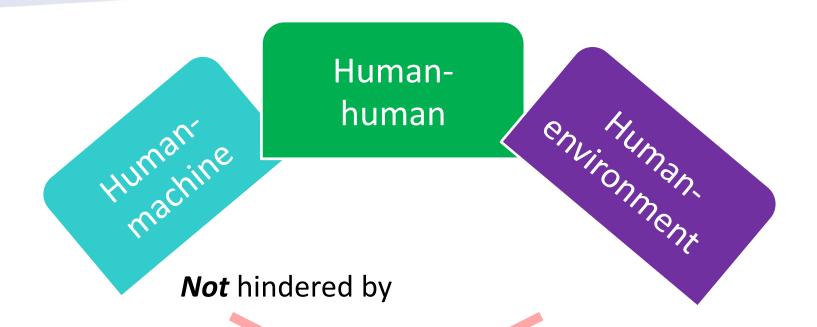
Many Things Fall into Place





Vision 2024





- Language barriers
- Domain specificity
- Accessibility or knowledge of the technology
- Modality

Approach to Roadmapping



Modular, scalable & visual

Layers mapping out along the **time** dimension

Connected in order to realise **critical paths**, the **gaps** in capability and areas for **development**

200+ experts

10+ workshops

1 platform

9 Drivers & Constraints



ROCKIT Hollistic (minus Use Cases & Product/Service Examples)

Ageing population [DC01]

Personal information services [DC02]

Globalisation [DC03] Learning technologies [DC04] Assistive technologies [DC05] Cultural heritage [DC06] Security services [DC07]

E-participation [DC08]

Privacy & data security [DC09]

5 Target Scenarios



ROCKIT Hollistic (minus Use Cases & Product/Service Examples)













11 Use Cases



ROCKIT Holistic View

Travel, tourism and leisure

aids [UC01]

Health/comfort technology for seniors [UC02] Medical robot support [UC03]

Smart domestic aid & security [UC04] Smart support for children & young adults [UC05] Smart personal agents & assistants [UC06] Interfaces to smart environments [UC07] Intel. business
&
manufacturing
processes
[UC08]

Security & safety support [UC09]

Shared team/ event management [UC10] Artistic creativity support [UC11]

10 Product/Service Types





10 Product Service Examples



ROCKIT Holistic View

Professional /
Personal
Interactive
Services
(F01al

AR and VR Kits [E02a]

Swiss-knife Communication Tool [E03a] ViR Apps/ Services for Experiencing" [E04a] Spoken Semantic Search over Any Content [E05a]

Secretarial Support for Collab. Events [E06a] User-centric Smart Homes/ Offices Users [E07a]

Expressive Devices & Environments [E08a] Robot Versatility with Empathy & Humour [E09a] Junior Interactive Toy Platforms [E10al

10 Science/Technology Areas





7 Resource Types Required



ROCKIT Holistic View

Organisation & coordination [R01]

Financial [R02]

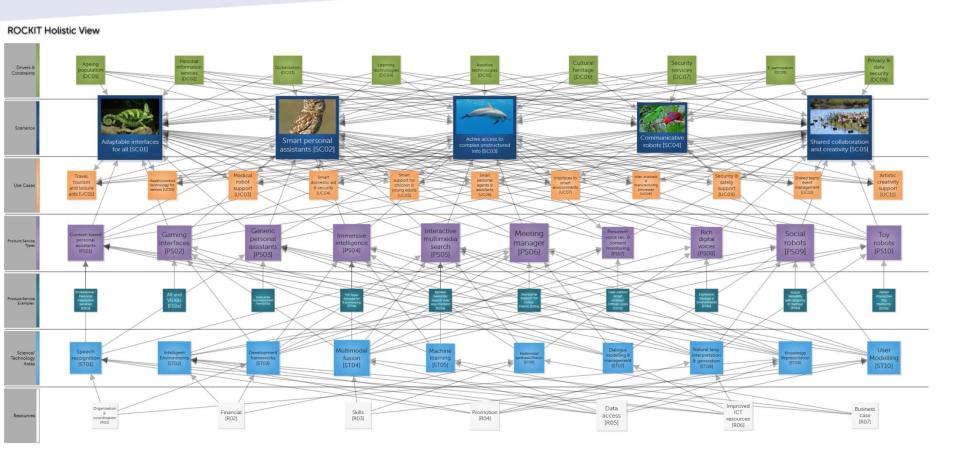
Skills [R03] Promotion [R04]

Data access [R05] Improved ICT resources [R06]

Business case [R07]

Roadmap - Holistic View

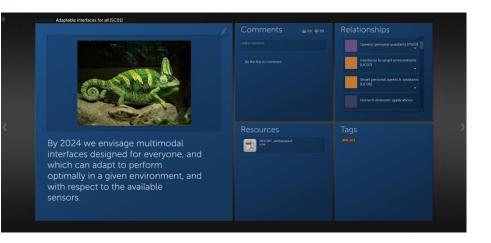


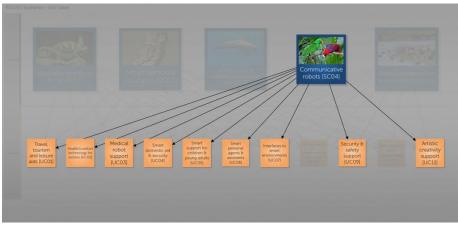


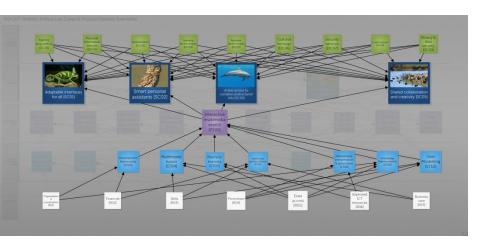
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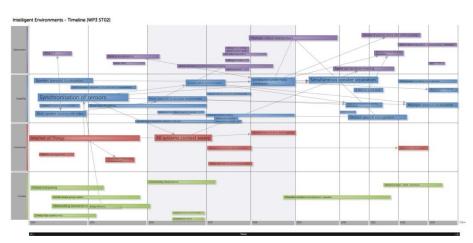
Roadmap Drill-down (a)







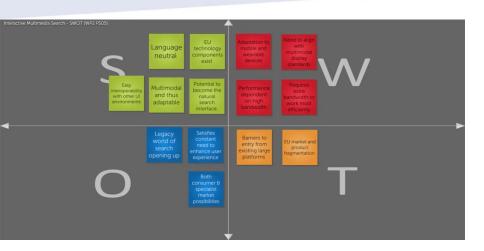


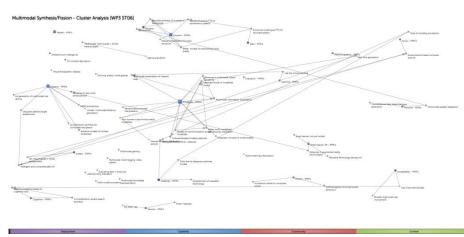


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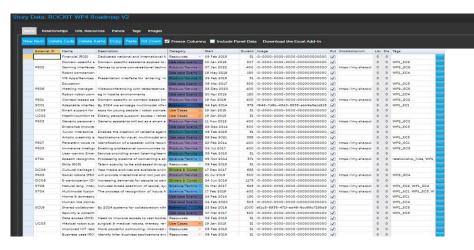
Roadmap Drill-down (b)











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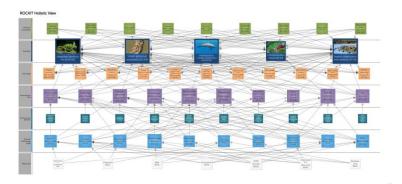
#ICT2015 #CITIARMC

Useful to Different People for Different Reasons



Researchers

Companies



Policy makers / Funders

Building a Community





The Conversational Interaction Technology Innovation Alliance (CITIA) aims at accelerating research and innovation in the area of natural conversational interaction.

www.citia.eu

Invitation to 2nd CITIA Roadmap Conf





www.e-unlimited.com/CITIAPragueConference

Links & Thanks



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