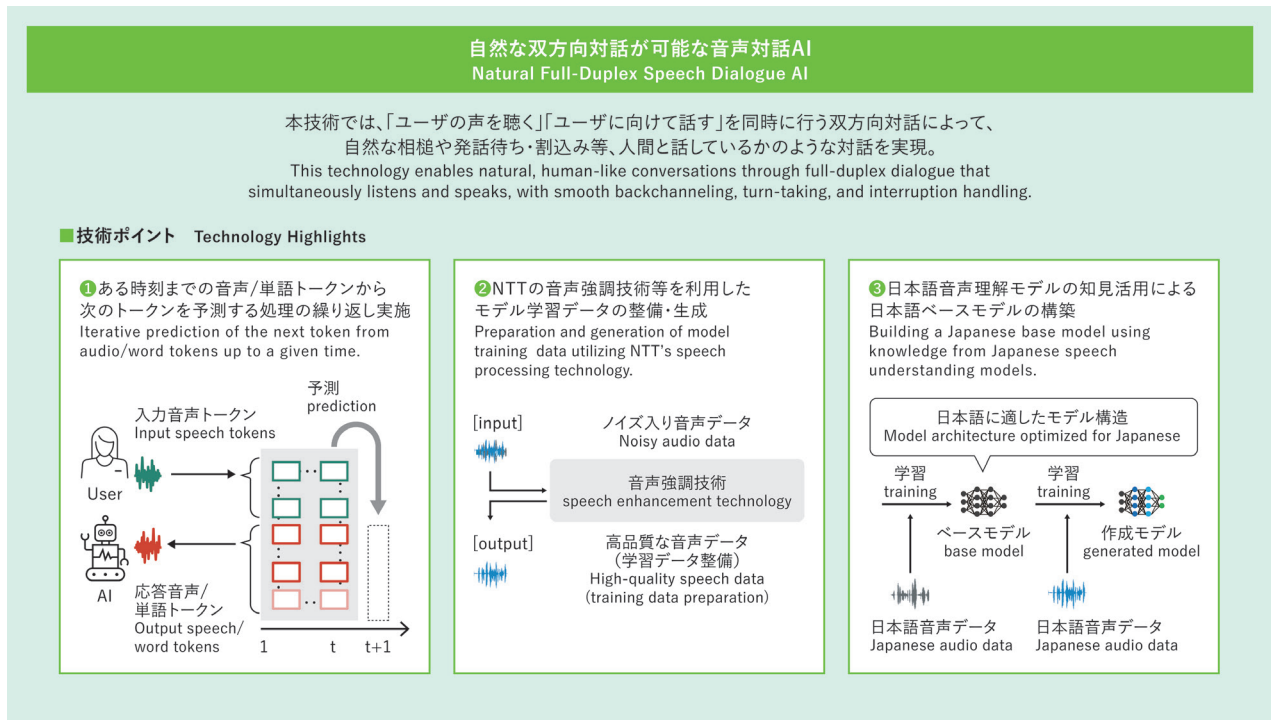


Human-like interaction with natural backchannels and interruptions Natural full-duplex speech-dialogue AI

Background and Technical Challenges

Most speech-dialogue AIs must wait for the other person to finish speaking, which slows the pace of conversation and often gives the impression of talking to a machine.



R&D Goals and Outcomes

An AI dialogue system for call centers to help mitigate population decline, labor shortages and overwork.

Key Technologies

01 Core Technologies

By modeling full dialogues and training on call-center data, we achieve natural, polite, and human-like responses.

02 Key Differentiators

Leveraging our research in Japanese spoken dialogue and the advantage of proprietary data, we aim to enable natural and comfortable voice interactions that feel inherently Japanese.

Use Cases Communication Services

R&D phase Research

Technology Schedule FY25–26

Commercialization Schedule FY27–29

【Exhibitors】
NTT Human Informatics Laboratories

【Co-exhibitors】
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【Contact】
Digital Twin Computing Research Project

【Related Links】
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