Music Conversation Services

TiVo's music conversation services let consumers use their voices to discover music and artists across data spaces by speaking free-flowing, conversational dialogue. Part of our music discovery platform, the system can follow natural conversations, deduce differences in meaning, understand complex queries and support context-switching, pronoun use, follow-up questions, negation and ambiguous language.

An end-to-end solution powered by Natural Language Understanding (NLU), our conversation services work by semantically processing naturally spoken language and sequential dialogue to recognize entities, intents and query context, similar to what occurs in normal human-to-human conversations.

Built on the industry's most robust entertainment knowledge graph engine, responses take content, user behavior, context and situation into account to display relevant, personalized results. Additional features allow providers to train the NLU engine by adding custom entity and intent values, and Command Grammars to the system and connecting new data sources to enable unique, integrated functionality for subscribers.

FEATURES

Natural Language Interactions
Advanced NLU converts natural language into queries to support free-flowing conversations.

Entity Recognition
Our services identify unique entities and disambiguate between similar content based on context.

User Intent Recognition
TiVo's music conversation services discern user intent based on context.

Context Recognition
Our services support intelligent, context-aware conversations, even when topics are switched or pronouns are used in follow-up questions or commands.

User Command Customization
Entity, intent and Command Grammars can be customized for customer-specific commands (e.g., "look for similar artists," "add to playlist," etc.).

Smart Responses
We enable natural dialogue with over 10,000 creatively constructed and customizable Smart Responses.

Voice Gateway
TiVo provides a flexible mediation layer that can easily connect with most ASR vendors or search engines to enable a single, quick and efficient integration point.

BENEFITS

Optimized for Discovery

Unlike other NLU providers whose responses are only as good as the underlying search system, TiVo offers a solution that unifies best-in-class metadata, search, recommendations and conversation services built to work seamlessly together.

Knowledge Graph Engine

Utilize our industry-leading knowledge graph engine for the dynamic connections and deep vocabulary needed to organize and identify content to power advanced conversational interfaces.

Support Ongoing Business Requirements

Maintain performance during peak usage via flexible, scalable cloud architecture.

KNOWLEDGE GRAPH ENGINE

TiVo's music conversation services are built on our knowledge graph engine, a dynamic knowledge base of entertainment metadata capable of understanding trends and popularity, as well as the deep vocabulary needed to organize and identify content for conversational interfaces. TiVo semantically generates this structured set of meaningful connections with an awareness of regional trends and popularity from 100,000 online sources. It enables content distributors to deliver more accurate search results and recommendations, and provides content producers greater insight into how their content is faring in the marketplace.

TiVo's Music Discovery Platform

Time

Space

Trending Data

Personal

Global

Local

Context