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Show business

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PASSENGER TERMINAL EXPO 2016
Your guide to the world's leading airport exhibition

clear message

Johan Godin, managing director of AviaVox, explains how the company's latest announcement systems are keeping passengers informed on their journeys through the terminal

What will you be exhibiting at Passenger Terminal Expo 2016 in Cologne?
This year, AviaVox will be exhibiting all of the functionalities of its intelligent automatic announcement systems for airports and airlines in 26 different languages. The phoneme technology enables an airport to dramatically reduce the number of announcements in a specific area of the terminal by automatically making the right announcements at the right time in the native language of the passengers in that area. Our systems have been installed at airports around the world.

What are the latest developments at AviaVox?
AviaVox is an early adopter of the latest developments and changes in the industry to ensure it can meet the latest requirements at airports and airlines. This is possible because the AviaVox systems are not rigid and are built modularly – and are thus very flexible.

New developments include Live Call, which allows manual announcements to be recorded and then manipulated by AviaVox software so they are at the same frequency, volume and speed levels as the synthetic voices in the AviaVox systems. These manual calls can be listened to prior to broadcast. With this feature, a manual call of the highest quality and intelligibility can be generated.

Another exciting new feature is the ability to page individual passengers for last-minute calls. AviaVox has developed a new type of text to speech (TTS) called text to phoneme speech (TTPS). TTPS is a unique combination of TTS and the company's state-of-the-art phoneme technology. The effect is that, compared with an ordinary TTS system, the TTPS-generated speech reaches higher quality standards in terms of intelligibility, audibility and grammar intelligence. The voice characteristic of a personal page is identical to the voices used in the rest of the AviaVox system. Both of these new developments will be demonstrated live at Stand 7040 at Passenger Terminal Expo in Cologne in March.

How does this technology benefit the passenger experience?
By providing clear intelligible announcements in different foreign languages, passengers are clearly guided through the airport and remain calm throughout their journeys as they don't have to deal with unexpected events. This puts the passengers at ease and improves the overall customer experience.

> Passengers are clearly guided **through the airport and remain calm** throughout their journey

Why is Passenger Terminal Expo important to the industry?
Passenger Terminal Expo is a very good place to meet and greet both existing and potential customers. For people looking to learn about the latest airport developments and new infrastructures, it is the place to be.

What do you hope to get from attending the event?
We look forward to meeting with our existing customers and to be able to demonstrate to them the latest functionalities of the AviaVox systems. We're also looking forward to meeting potential new customers for our systems. ■