

Applied AI News

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Bell Helicopter Textron (Fort Worth, Tex.), a manufacturer of helicopters, has implemented an intelligent system to automate the procurement process. With the new system, the time required for a buyer to purchase a part has been reduced from 1 hour to approximately 10 minutes, increasing productivity by 83 percent.

The **U.S. Air Force Research Laboratory's Technical Library** at the Phillips site on Kirtland Air Force Base, New Mexico, is using advanced pattern-recognition technology to design its virtual library information system. Knowledge-retrieval techniques will be utilized by researchers to access a myriad of information that resides in repositories throughout the state and government.

Philips Medical Systems (Shelton, Conn.), a supplier of medical equipment, has implemented a knowledge-based solution to improve the level of performance of its field service engineers. The application makes online information readily available, helping to shorten repair cycles, eliminate unnecessary service calls, and reduce spare parts inventory.

MediaNews Technologies (Denver, Colo.), a newspaper publishing company, has standardized on an intelligent agent-based solution to bring the internet to its 119 daily and weekly newspapers. The software agents will be used for end-to-end electronic commerce and news server management.

Lawrence Livermore National Laboratory (Livermore, Calif.) has been awarded a contract to develop performance-based, virtual reality-based training for San Francisco's Bay Area

rapid transit (BART) system. The lab will develop a system to better train both new BART operators and those needing periodic retraining.

Package distributor **United Parcel Service** (Atlanta, Ga.) has developed an automated tracking system (ATS) that utilizes speech recognition to handle nearly 200,000 customer phone calls a day. ATS enables customers to track packages through a nationwide 800 number by simply stating a tracking number to learn the status of a package.

Scoop (Irvine, Calif.), a provider of business information services, has launched its INTELLISEARCH online information service, which is based on

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Boolean word searches, natural language processing, and vector-based algorithms using fuzzy logic. INTELLISEARCH filters out superfluous and 'duplicate references, assesses the relevance of information, and finds related articles that might be overlooked by keyword searches.

EDS (Dallas, Tex.), an information services provider, and **Gensym** (Cambridge, Mass.), a supplier of intelligent systems software, have been awarded

the contract to develop an intelligent oil field production management system for the Eastern Trough Area Project (ETAP) in the North Sea. Expert system software will be a key element of an operator advisory system, a production forecasting system, and a capacity allocation system.

Buzzeo (Phoenix, Ariz.), a software engineering firm, has developed a highly adaptable self-service application that automates various administrative functions for the higher-education marketplace. This rule-based system has helped Buzzeo cut its development time in half yet substantially reduce development costs.

NASA has begun construction of a full-scale air-traffic control tower simulator to test potential air and runway traffic problems at commercial airports. The \$9.3 million, two-story building, called the Surface Development and Test Facility, is being built at the NASA Ames Research Center (Moffett Field, Calif.).

Retailer **Sears, Roebuck & Co.** (Chicago, Ill.) has deployed a speech recognition-based department call handler to 750 retail stores nationwide. The automated system is able to attend to three-quarters of all inbound calls to each store's general information number, allowing Sears to redeploy almost 3000 employees to handle more complex customer needs.

The **Texas Health and Human Services Commission** is developing a neural network-based system for detecting improperly spent Medicaid funds. The goal is to improve fraud-detection rates and help the state recoup millions in Medicaid funds.

Big six accounting firm **Ernst & Young** (New York, N.Y.) has launched the EY/KNOWLEDGE WEB, a global project that integrates all the firm's knowledge bases. To maximize accessibility and information sharing, the knowledge-management infrastructure is built on an intelligent agent-based search engine that puts search results in context.