Applied AI News

David Blanchard

Sarasota County Detention Center (Sarasota, Fla.) has incorporated IRIS recognition technology into its security protocol for absolute identification of inmates. The center will use the new system to identify and confirm identities of inmates prior to being released from the facility.

LucasArts Entertainment (San Rafael, Calif.) has deployed a case-based reasoning self-service customer support system that is capable of resolving, over the web, more than 80 percent of the support queries it receives. At peak times, the intelligent help desk can handle the amount of work it would take 33 support representatives to complete.

Aeroports de Paris (Paris, France) has created SIAGA, an intelligent, constraint-based system that manages resources at both Orly and Charles de Gaulle international airports. This resource-allocation application evaluates tens of thousands of constraints to provide optimal solutions, helping users monitor the plan's execution and react to unforeseen events in real time.

Glaxo Wellcome (Research Triangle Park, N.C.), a pharmaceutical company, is using intelligent-agent technology to implement an enterprisewide knowledge-retrieval solution. Initially, the company plans to deploy the project to over 10,000 users worldwide, with a potential second phase reaching a total of 30,000 users.

Yorkshire Water Services (Bradford, U.K.) has implemented a real-time expert system to handle both staff reductions and process-control issues at its 150 water-treatment plants. The expert system captures operator knowledge in a system model and integrates programmable logic controllers across an intelligent network.

The **Royal Sonesta Hotel Boston** (Cambridge, Mass.) has deployed a speech-driven automated attendant for its internal call-routing service. The system uses speech-recognition technology to automatically answer and direct telephone calls, enabling each caller direct access to a registered guest, hotel staff member, or the selected department with the command of his/her voice.

France Telecom (Paris, France) has installed EXPERVISEUR, an expert advisory system for the Paris telephone network. The system is designed to help

---

David Blanchard is the editor-in-chief of *Intelligent Systems Report* (Cuyahoga Falls, Ohio; www.lionhrtpub.com), a monthly newsletter reporting on news and applications in the advanced computing arena.

France Telecom solve network traffic problems by identifying root causes and providing information to guide operators through solutions.

The **U.S. Naval Air Warfare Center Aircraft Division** (NAWCAD) at Patuxent River, Md., has commissioned VERSABENCH, a virtual model display developed by **Fakespace** (Mountain View, Calif.), a virtual reality company. NAWCAD will use the VERSABENCH as a three-dimensional visualization system, providing command and control personnel with a realistic overview for situational awareness. VERSABENCH can display densely populated urban scenes that are integrated with large expanses of real terrain images.

John Deere (Moline, Ill.), a manufacturer of agricultural and industrial equipment, has adopted a genetic algorithm–based solution to solve its factory scheduling problems. John Deere is using genetic algorithms to streamline scheduling at its factories, balancing an increasing number of manufacturing constraints and achieving more production output.

Martin Marietta Magnesia Specialties (Woodville, Ohio), a producer of magnesia chemicals for industrial applications, is implementing an online, closed-loop expert control system. Primary objectives for the system are to increase production yet maintain quality and decrease energy costs.

National Power (Swindon, U.K.), a power company, has implemented intelligent system software in a new operator advisory system that assists in planning and carrying out startups at National Power's coal-fired power stations. The system, known as STARTUP MANAGEMENT SYSTEM (SMS), is designed to help achieve on-demand electricity supply at a minimum overall cost.

Shanghai PuDong International Airport (Shanghai, P.R.C.) has deployed an intelligent agent–based application to manage its integrated information-management resources end to end. The system will provide automatic management capabilities to help ensure the efficient maintenance levels of the airport's information systems.

World Vision (Seattle, Wash.), a non-profit organization that provides disaster relief and development assistance to impoverished families worldwide, is using neural networks to increase the yield of its fundraising campaigns. The neural networks uncover relationships between response and other attributes of donating behavior to identify the appropriate donors to target for varying appeals.