

...s greenhouse gas emissions, pollution from fertilizers, habitat degradation. Under our current plan, farmers use lights, ventilation, drying technologies to create an environment to grow cannabis, as a lot of greenhouse emissions. On the precipice of a similar fate agriculture in Canada, it's time to we can shift marijuana cultivation environmentally friendly path.

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abandoned vessels. Transport Canada has abandoned or derelict vessels in waters, undoubtedly an under Each is, at least, an eyesore and source of environmental contamination and navigational hazard.

The cost to remove an abandoned vessel ranges from small change to several hundred thousand dollars, depending on complexity. As many old boats near their life end, owners are tempted to dump unwanted vessels in public waters. As litterbugs of land found at the dawn of anti-litter laws penalties for abandoning vessels are needed to discourage the practice.

But many government agencies are involved: Transport Canada, the Coast Guard, federal and provincial environmental agencies, and local governments. Overlapping agencies dilute responsibility, cause inefficiency and foster inaction.

At least M-40 carries some political and moral weight in calling on the government to do something.

The bad news is that motions have no binding legal effect. Furthermore, the wording of the motion is vague, without specific, measurable objectives. While M-40 calls upon the government to "take meaningful steps



The bill made sense, it was ideological, and was popular. I'm confident it would have passed. But Parliament rose soon after I tabled the bill and it died on the order paper.

In all my work in Parliament, including two successful Private Members Bills, I was amazed how hard it was to accomplish real progress, and how important it was to seize common ground along the way.

At its best, MPs seriously strive for common ground — they all voted for M-40. At its worst, our processes squander opportunities for progress. Instead of remedies to problems, we get measures to placate voters.

I like to thank all of the walkers, runners, and volunteers who came out and participated in the Whistler Food Bank 5km fun run and walk in support of Whistler Community Services Society.

We raised \$1,000 and donated over 80lbs of food! Thanks to everyone for supporting our community!

Christine Suter
Whistler

RECYCLING CHANGES WILL CREATE DUMPING

I recently took a mattress and \$15 to the Pemberton Transfer Station only to discover

BANK
tisport and Dave
Marathon would

...whatever fee they...
...shows what kind of traffic one...
...on route, so with gas, time and...
...umping fees, you are probably looking at \$50...
...to dispose of a mattress and, more importantly,...
...guess what, our back country and logging...
...roads will just become dumping grounds.

I guess then we can thank the bean counters at the SLRD for screwing up our environment!

Len Ritchie
Pemberton

KUDOS TO MUNI PARKS STAFF

I'm rehabbing from knee-replacement surgery and I walk Emerald Forest and Lost Lake Park trails daily. We sometimes fail to appreciate what a wonderful system of well-planned and beautifully constructed trails we have in our backyard.

Kudos to the trail building crews, parks planners, and Muni Council(s) that have provided this fabulous amenity. I'm so fortunate and proud to live in Whistler!

Neil Collins

Bertin IT et Eloquant présentent SpeechExplore®

mai 2020 par [Marc Jacob](#)

Bertin IT, filiale du Groupe CNIM, et Eloquant, acteur de la relation client, se sont associés pour développer SpeechExplore®, solution d'Intelligence Client favorisant une meilleure connaissance client avec une vue à 360°.

Cette solution commune se base sur les solutions-phares des deux partenaires :

- MediaSpeech®, de Bertin IT, une solution de transcription vocale fondée sur des apprentissages profonds pour ouvrir l'accès à la donnée audio en digitalisant les échanges "Voix" entre l'entreprise et ses clients.
- Explore, d'Eloquant ; une plateforme d'analyse sémantique automatisée, qui permet le traitement et la structuration de volumes importants de données textuelles, pour analyser la Voix du Client.

La solution SpeechExplore® intègre ainsi les technologies les plus avancées en matière d'IA vocale au service de l'analyse automatique des conversations clients.

Parmi les bénéfices apportés par SpeechExplore® :

- Une meilleure connaissance du parcours client : les attentes, les motifs d'appel.
- La diminution de la durée des appels et l'augmentation du FCR (First Call Resolution : nombre de problématiques client résolues dès le premier contact).
- La détection des clients à risques et la génération d'alertes pour un traitement immédiat.
- La vérification de la conformité des appels.
- Un coaching des agents incluant la détection des bonnes pratiques et des améliorations à apporter.
- Le quality monitoring : reporting en continu pour mesurer la satisfaction client.

Rappelons que la solution de transcription vocale multilingue MediaSpeech® permet, en convertissant les pistes audio en transcriptions textes interrogeables, d'indexer, rechercher et analyser des sources audio et vidéo, ainsi que des télécommunications. Grâce aux réseaux de neurones profonds (ou deep learning) aujourd'hui très présents dans les systèmes d'Intelligence Artificielle, MediaSpeech® s'appuie sur une modélisation extrêmement fine de l'espace acoustique, robuste face aux variabilités des locuteurs (débit, accents, ...) et des conditions sonores, et offre ainsi une transcription encore plus précise et plus rapide.