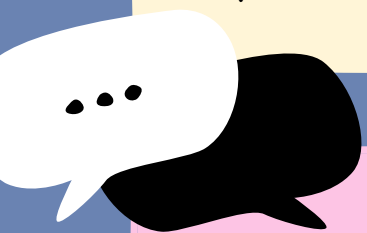


TELL US ABOUT YOUR EXPERIENCES OF TELEPHONE COMMUNICATION WITH SPEECH THAT MAY BE DIFFICULT TO UNDERSTAND!

What is the study?

Nowadays companies are replacing physical offices with call centres and call centres with automated voice recognition "agents". These services are not always easy to access especially when you experience difficulties with your speech. Therefore, we are conducting a study to explore how the accessibility of telephone communication with companies, call centres and hotlines can be improved for people with a speech disorder.



Who can take part?

To take part the following also has to be true for you: You are over 18 years old and you have acquired a speech disorder as an adult, affecting your voice or pronunciation. You can carry out a conversation and you have called a company, customer service, or a hotline on the phone at least once in the past year. You are comfortable speaking in English. You don't have hearing loss greater than 30dB of both ears.



What does it involve?

We will invite you for a video call or an in-person interview with a member of the research team to discuss some of your experiences. The discussion will take up to 30 minutes and your responses will be kept confidential. You will receive a £10 gift card as a thank you at the end of the interview.

Get in touch!

This study is organised by researchers at the University of Strathclyde. If you are interested in taking part or would like to have more information, please contact Dr Maria Dokovova by email: maria.dokovova@strath.ac.uk or through telephone: 07719101054.

