



customer care solutions from Nuance



The experience speaks for itself™



Nuance Care Solutions :: Vocalizer for Network 5

Vocalizer for Network 5

Key Benefits

- **Tell your callers what they need to hear.** Automate more calls by speaking information that would otherwise have required transferring the call to a customer service representative to read.
- **Provide a superior caller experience.** Avoid patchwork prompts by blending high quality text-to-speech with pre-recorded audio for seamless conversations with the caller.
- **Lower implementation & operational costs.** Simplify application development by managing recorded prompts and computer-generated speech through one unified interface.

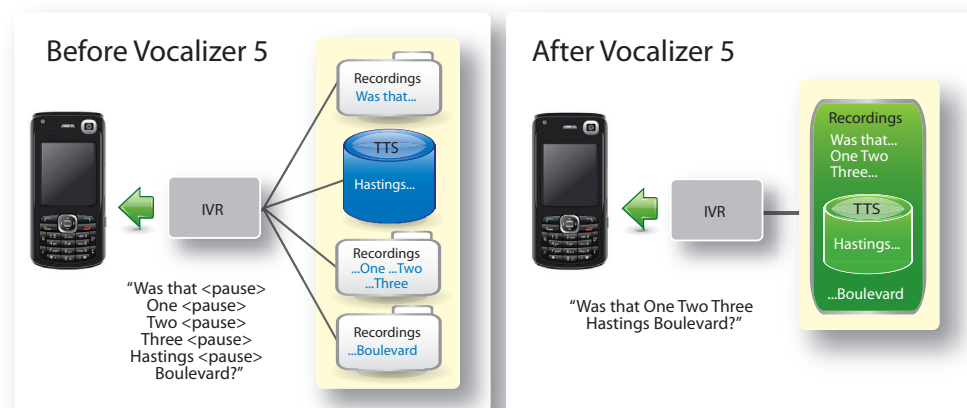
the complete spoken output engine for network speech applications

Creating audio output for any automated phone system can be a complex and challenging task when you consider the prospect of recording every prompt. And while the promise of text-to-speech engines is to eliminate the need for recordings, sometimes recorded prompts are better suited to the task. Until now, the ideal scenario—combining recordings and computer generated speech—has presented its own challenges. That changes with the introduction of Nuance *Vocalizer 5*, the complete spoken output engine.

Vocalizer 5 handles all application audio, including both static recordings and dynamically generated prompts. By incorporating static recordings into Vocalizer's speech database, it can seamlessly blend them with computer-generated speech where appropriate. Callers hear a seamless flow of speech, free from undesirable artifacts such as clicks and gaps that surface when using separate systems for playback of recordings and for computer generated speech.

In addition to improving the user experience, *Vocalizer 5* simplifies application development effort by eliminating the need to write custom code to mix and match recordings with computer generated speech. Now, an application can just send text to *Vocalizer 5* and it will determine whether to use pre-recorded prompts, dynamically generated speech or a combination of the two.

Vocalizer 5 advances the state of the art in automated speech output. In addition to the ability to gracefully blend static and dynamic speech output, *Vocalizer 5* features enhanced speech quality and accuracy through optimized text processing, more comprehensive pronunciation dictionaries and, in many languages, complete voice refreshes.



features and benefits

- **Name and Address Optimization** – The interpretation of addresses and the pronunciation of names have been optimized in all Vocalizer 5 languages. And, Vocalizer 5 for US English has been independently tested to be almost identical to recorded speech for name and address playback. In recognition that the world of proper names is ever-changing, proper name dictionary supplements are made available periodically to provide up-to-date pronunciations for new words or phrases and to account for shifting trends in the pronunciations of names over time.
- **Support for multiple languages** – Support for over 40 languages with broad coverage in the Americas, Europe, Middle East and Asia.
- **Highly tunable and customizable** – Vocalizer 5 offers unprecedented control over speech output with Vocalizer Studio, a suite of easy-to-use tools. With Vocalizer Studio, creating text processing rules and modifying pronunciations is straightforward and intuitive. Vocalizer Studio also includes PromptSculptor, a powerful interface for customizing the intonation and expressivity of speech output.
- **Standards support** – Vocalizer 5 includes support for emerging and accepted standards such as SSML, VXML, and MRCPv2.
- **Easy to use** – Vocalizer 5 has been re-architected to facilitate operations and maintenance. Up to twice as many voices can be run on the same server compared to previous Nuance TTS products. Documentation, error messaging, versioning and sizing information have been

Vocalizer 5 Basic – For customers with more modest speech output needs, Vocalizer 5 Basic provides speech output for seven key contexts at a more cost-effective price point:

- Natural Number
- Alphanumeric
- Digits
- Date
- Time
- Currency
- Flight Number

Vocalizer 5 Basic includes high quality recordings for each of these contexts but users can customize the output with their own recordings while taking advantage of Vocalizer's complex text processing and prompt selection rules to ensure the output is smooth, uncannily natural speech. In addition, users can expand upon the included capabilities by creating their own custom contexts within Vocalizer Basic.

updated to provide the most useful information in the most useful manner. Tuning and customization, such as user dictionary or user ruleset updates, can be effected without interrupting live traffic. And multiple speech-based applications can share the same instance of Vocalizer 5 and still be tracked separately for logging and reporting tasks.

about Nuance Communications

Nuance is in the business of helping companies better support, communicate with and understand their customers while maintaining operational efficiency goals. Nuance currently supports over 8 billion care interactions around the world. No other company has as much experience as Nuance in understanding how customers interface with a care operation. Our vision is to make every customer interaction a winning experience. For more information about our customer interaction solutions, business consulting and professional services, please visit www.nuance.com/care.

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