Omni-Channel Customer Engagement
Vocalizer 7 text-to-speech
for IVR and mobile self-service

Data Sheet

Vocalizer 7: Advanced TTS for IVR and mobile

Humanlike text-to-speech for the voice of your brand.

Creating audio output for IVR and mobile apps can be complex and expensive when you consider the prospect of recording and managing thousands of prompts.

And while the promise of text-to-speech engines is to eliminate recordings and speak dynamic data in real time, sometimes recorded prompts are better suited to the task. Until now, the ideal scenario—combining recordings and computer-generated speech—has presented challenges.

With Nuance Vocalizer 7, it's possible to generate a custom voice, trained on your use cases and dialogues, that speaks your language as if they are a live agent.

Applications send text to Vocalizer and it determines whether to use pre-recorded prompts, dynamically generated speech, or a combination of the two.

Vocalizer 7 uses advanced text-to-speech technology based on recurrent neural networks that delivers a far more human-sounding voice with enhanced expressivity, improved multilingual support, and high-quality speech output.

Vocalizer 7 is available in more than 50 languages and 115 voices, 17 of which are multi-lingual–more than any other engine. It manages playback of your application's audio, both from your library of static prompt recordings and by generating dynamic prompts using text-to-speech (TTS) technology.

Key benefits
– **Deliver a superior caller experience**
Avoid patchwork prompts by blending text-to-speech with pre-recorded audio for seamless, more lifelike conversations.
– **Reduce costs by automating more calls**
Quickly speak information to callers that would otherwise require agent handling. Enable new automation of tasks across web, mobile and IVR.
– **Support your brand with a custom voice experience**
High quality TTS voice delivers an exclusive brand experience, across channels, improving the customer journey.
– **Flexibility and control**
Custom dictionaries, rulesets, and prompt tunings with Vocalizer Studio enable greater control over system updates and more flexibility to address speech output needs.
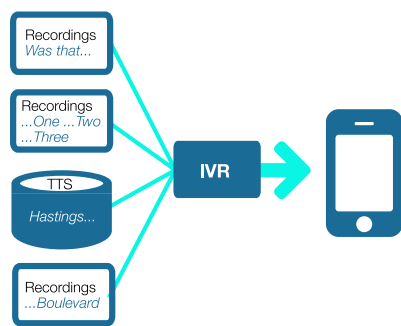– **Replace costly prerecorded prompts with high quality TTS**
Avoid expensive voice talent with lifelike speech synthesis based on recurrent neural networks.
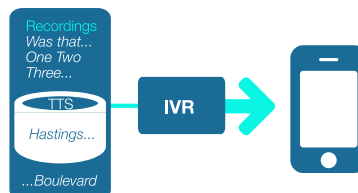– **Greater security**
Enjoy greater control over handling sensitive data in logs, including the ability to encrypt confidential data.

Old TTS

With Vocalizer 7

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Vocalizer advances the state of the art in automated speech. Along with the ability to gracefully blend static and dynamic speech output, Vocalizer features enhanced, more lifelike speech quality and accuracy through AI-optimized text processing, more comprehensive pronunciation dictionaries, and, in multiple languages.

Expressive, versatile, and consistent
– **High-quality, humanlike voice**
  Voices with incredible smoothness, continuous enhancements, and innovative technical capabilities provide a new level of customer experience.
– **Unique custom voices**
  Deliver an automated, one-of-a-kind "voice of your brand" for a memorable customer experience.

– **Multi-lingual support**
  More accurate language identification and high-quality acoustic extensions provide superior foreign language readout in 17 multi-lingual voices.
– **Support for more than 50 languages and 115 voices**
  Nuance provides broad coverage in the Americas, Europe, Middle East and Asia.
– **Virtual Assistant-like experiences**
  Create dynamic, virtual assistant-style applications without the hassle of having to record every combination of phrases and words, saving time and cost.
– **Standards support**
  Vocalizer 7 includes support for accepted standards such as SSML, VXML, and MRCPv2. And,

it is compatible with Vocalizer 6 voices to streamline upgrades.
– **Easy to use**
  Vocalizer 7 is easy to operate and maintain. Tuning and customization, like user dictionary or user ruleset updates, can be made without interrupting live traffic. And, multiple speech-based applications can share the same instance of Vocalizer 7 and still be tracked separately for logging and reporting tasks.

For more information on how Vocalizer 7 can improve your business results, contact your Nuance representative today.

About Nuance Communications, Inc.
Nuance Enterprise is reinventing the relationship between enterprises and consumers through customer engagement solutions powered by artificial intelligence. We aim to be the market leading provider of intelligent self- and assisted-service solutions delivered to large enterprises around the world. These solutions are differentiated by speech, voice biometrics, virtual assistant, web chat and cognitive technologies; enabling cross-channel customer service for IVR, mobile and web, Inbound and Outbound; and magnified by the design and development skill of a global professional services team. We serve Fortune 2500 companies across the globe with a mix of direct and channel partner selling models.

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