

# Noble® TTS and ASR

Text to Speech and Automated Speech Recognition

**Noble® Text to Speech (TTS) and Automated Speech Recognition (ASR) tools improve efficiencies while increasing ease-of-use for customers. Noble TTS and ASR allow you to personalize the customer experience. These tools help you develop applications to deliver information to your customers more quickly, increasing service and building the customer relationship – without requiring agent resources.**

## Noble Text to Speech

Text to Speech tools convert text-based information into speech, *personalizing your communications* to meet your customers' characteristics and your program needs. TTS features can be used with both inbound and outbound campaigns for callers on hold, answering machine messaging, and IVR self-service programs.

- Manage a virtually unlimited range of customer services, with flexible messages to “speak” almost any type of information
- Make a professional, memorable impression with highly-personalized messages, requiring only minimal setup
- Reduce hold times and free agent resources from routine calls with automated custom messages and customer self-service features
- Identify the right party by speaking customer names and addresses
- Notify customers of upcoming appointments or service reminders, or give answers to frequently asked questions
- Provide customized account information, such as payments due and order status

## Noble Systems offers full-featured Text to Speech program support

We help companies deploy cutting-edge speech applications that deliver dynamic, personalized, and natural-sounding information tuned to your brand, anytime, anywhere, over any phone.

- Resembles natural voice quality and overall rhythm and intonation to produce a synthetic voice that sounds highly natural, and is difficult to distinguish from actual voice recordings
- Speeds application deployment and reduces costs by minimizing or eliminating the time and expense of audio studio recordings
- Supports female and male voices and a variety of languages (*US English, UK English, Australian English, Americas Spanish, Continental French, French Canadian, German, Japanese, Brazilian Portuguese, & more*)
- Customized integration with other TTS applications also available

“ We use IVR and speech tools for low-unit yield business, where it is too expensive to use live agents. The system ‘speaks’ personal information from the database, identifies the right-party contact, and offers the opportunity to make an automated payment. These programs are a great part of our call strategy. ”

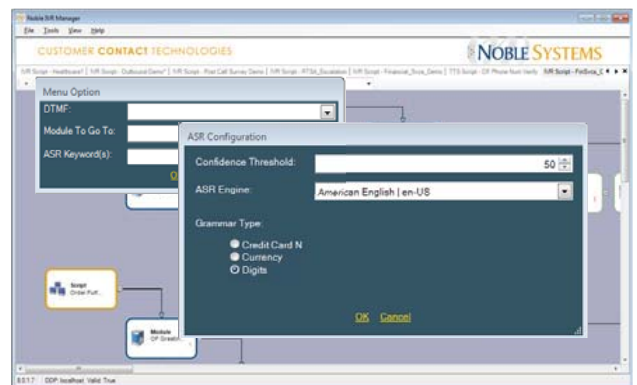
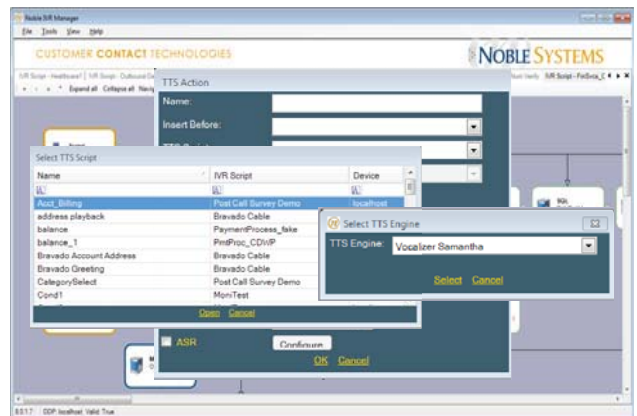
# Noble® TTS and ASR

## Noble Automated Speech Recognition

Automated Speech Recognition is the translation of spoken words into text. Noble ASR features allow customers to speak responses to IVR menus, rather than using keypad entries, increasing convenience for callers. Like TTS, ASR features can be used with both inbound and outbound campaigns for IVR self-service programs.

When used with Noble IVR, ASR will gather caller information such as product orders and credit card information, as well as provide account or product information. Self-service systems support large volumes of contacts without requiring costly workforce resources and provide timely, automated resolution of customer inquiries, automate complex processes, support 24/7 operations with voice mail and multilingual services, and eliminate repetitive and costly agent tasks for common questions.

- Allows a Noble IVR script to accept spoken words as an input to a Menu, Play or TTS action, so that users can speak the response, rather than pressing phone keys
- For Play or TTS actions, the customer can speak digits (such as for an account number)
- For Menu actions, the customer can say a menu item for routing
- The system matches voice inputs against valid responses, and applies a confidence threshold defined by the user to route the call



“ Using customized messaging during peak hours frees our collectors to speak with live callers. We can do the work of 15 FTEs with less than 1/2 of the TTS resources. ”

*\*Noble TTS and ASR are purchased separately and may require additional components. ASR requires Postgres and IVR2.*

## ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in the customer communications industry, providing innovative solutions for Unified Communications, Business Process Management and Analytics. Tens of thousands of agents at 4,000+ client installations worldwide use Noble platforms to manage millions of customer contacts each day. Noble offers a unified suite of multi-channel inbound, outbound and blended contact processing, strategy planning, and resource management tools for companies of all sizes. Our CPE, CaaS and innovative premise/cloud hybrid platforms include ACD, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics and workforce management. Call 1.888.8.NOBLE.8 or visit [www.noblesystems.com](http://www.noblesystems.com).

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