

Text to Speech

Convert Written Data into Spoken Words

Text-to-Speech (TTS) tools convert text-based information into speech, personalizing your communications to meet your customer's characteristics and your program needs. Noble TTS features help you develop inbound and outbound applications to deliver account-based information to your customers, improving productivity and building the customer relationship – without requiring agent resources.

Text-to-Speech tools are ideal for a range of customer account activities.

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 TTS 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. TTS programs are a great part of our call strategy. ”

“ Using customized messaging & TTS 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. ”