

# [24]7 Voices™ Neural Text-To-Speech Synthesis

## Supercharge Your IVR

Most companies use human voice talent to record IVR prompts because customers dread listening to a robotic voice. Unfortunately, making and updating such recordings requires a long lead time, creating high-quality audio requires these recordings be further enhanced, and of course they have to be uploaded into the IVR application and then managed—all in all, a complicated, expensive, and time-consuming process.

## Challenges of Traditional IVR Prompts

- Recording new announcements is not a viable option when urgent and unexpected events arise, such as sudden changes in markets or weather conditions.
- Dynamic content, such as account balances or the amount of a latest bill, is an essential part of any self-service application. With professional voice recording, it is difficult to cover all the possible values. Most companies use standard text-to-speech (TTS) synthesis technology to play dynamic content. But standard TTS capabilities offer limited voice options and subpar quality that sounds muffled, buzzy, or robotic.

## Why [24]7 Voices

A conversational IVR platform that automates more calls, connects with digital channels, and blends seamlessly with voice agents and digital channels.

- Increase call containment rate to 70+%
- Improve channel NPS by 10 points
- Reduce agent handle time by 30 secs
- Single platform for conversational

## Choose Neural Text to Speech. Choose [24]7 Voices.

[24]7.ai™ has partnered with Microsoft Azure Cognitive Services to deliver industry-leading neural TTS synthesis in [\[24\]7 Voices](#), our modern, conversational-AI IVR platform that makes every interaction natural, intuitive, and efficient.

Neural TTS uses deep neural networks to overcome the limits of traditional text-to-speech systems, matching the stress and intonation patterns in spoken language and synthesizing the units of speech into a computer voice. This results in a humanlike, natural-sounding voice.

Here are a few benefits of [24]7 Voices neural TTS synthesis.

- **Natural-sounding voice on the fly**—Convert text to lifelike speech on the fly without any need for voice talent recording. Neural TTS synthesis makes automated conversations sound lifelike by fine-tuning pitch, inflection, intonation, and tempo.
- **Accelerated time to production**—Accelerate time to production with no need to prerecord audio files. Instead of creating or changing a message by recording or rerecording with a human voice, neural TTS prompts are dynamically generated from raw text in real time. Businesses easily build and deploy new IVR call flows, or make changes to an existing flow, in minutes instead of days or weeks.
- **A superior caller experience with dynamic and customized content**—Delight customers with relevant, contextual prompts such as “Welcome back, Stephanie. How can I help you?” or “Are you calling about the homeowner’s policy for 220 Willow Drive in Danville?” Neural TTS synthesis offers clear and crisp dynamic prompts, improving customer experience.
- **Business flexibility and timely announcements**—When you need to act quickly, simply render announcements dynamically on the spot. Use neural TTS synthesis to generate on-the-spot prompts such as “The hurricane has changed course and is now heading away from downtown” or “We currently cannot accept payments due to a sudden outage in our payment processing system.”
- **Choose from multiple languages and voices**—Choose a voice that reflects your company brand with gender, persona, and speaking style (for example, newscaster vs. neutral) options.

### Traditional Recordings

### Neural TTS

#### Time-to-Market

Long lead time to schedule voice talent (even for one prompt)

Prompt changes to production within minutes

#### Process

Audio recordings require processing, uploading and verification of audio files

Fewer steps and no need to manage audio files

#### Operational Risk

Reliance on unique voice talent (risk of temporary or permanent unavailability)

No exposure to availability of single individual

#### Switching Cost

Weeks or months of recordings required to switch to a new voice talent

Zero switching cost to use a new or different voice

#### Scalability

Challenges are multiplied when different voice talents are required for each language (e.g., 2 for US, 10+ for Europe)

Scale easily to many voices for multiple languages

## Sample Use Cases



### Timely Announcements

Urgent or unexpected announcements

- *Due to hurricane weather conditions, we are currently experiencing high call volumes. Wait times to speak with an agent are expected to exceed 20 minutes*



### Personalized Content

More relevant, contextual prompts

- *Welcome back Stephanie. How can I help you?*
- *Are you calling about the homeowners policy for 220 Willow Drive in Danville?*



### Knowledge Base or Search

Answers or information retrieved from web sources

- *We do not charge a fee for using your credit card for foreign currency transactions. Foreign purchases will be converted at the foreign exchange rate in effect at the time of processing the charge.*



### Product or Item Details

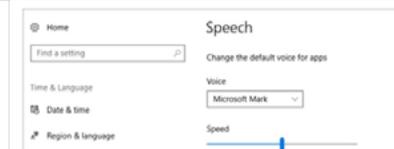
Fields with open-ended content or hundreds/thousands of possible values

- *Your order includes one Instant Vortex Air Fryer 4 in 1, 6 Qt, 1700W*
- *A charge of \$48.21 was posted on January 25 for The Home Depot Quebec St, Denver*



### Different Voices

Voice can be changed to reflect new branding or user preference (e.g., gender, persona)



## Take the Next Step

[24]7 Voices brings your IVR experience into the modern era by enabling you to automate and personalize complex conversations, predict user intent, and integrate seamlessly with other voice channels. [24]7 Voices is a key component of our unified, enterprise-scale voice and digital platform, [\[24\]7.ai Engagement Cloud™](#), which has everything you need for unparalleled customer engagement. Whether you're looking to upgrade your existing IVR system or augment it with [24]7 Voices powered by the AIVA engine, [24]7.ai has a framework to match your needs—today and tomorrow. We're the partner you can rely on to outperform your goals.

## Contact us

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## About [24]7.ai

[24]7.ai is redefining how artificial intelligence, human insight, and deep vertical expertise can produce personalized, satisfying customer experiences across all channels. Our advanced conversational AI platform predicts consumer intent and creates frictionless interactions that help the world's largest and most recognizable brands to strengthen customer relationships and increase brand loyalty. With more than two decades of contact center operations expertise, [24]7.ai empowers companies to deliver natural, consistent conversations that increase customer satisfaction while lowering costs.

For more information visit: [www.247.ai](http://www.247.ai)