

Voice Brings Your Brand to Life

A voice connects customers with your brand. After all, speech is the most natural form of communication. This is a driving force behind today’s multimodal omnichannel customer service strategies that combine voice, text, GUI and rich media.

Gartner predicts by 2022, 85% of customer service interactions will be powered by chatbots¹. Advancements in AI are fueling improvements to digital agents and interactive voice response (IVR), promising better self-service experiences.

These digital agents are an integral part of customer care, an extension of your brand. The voice itself conveys the personality and tone of your business. Only a customized voice—built with emotional intelligence—can spark natural conversations. And with Speechmorphing, creating a branded contextually-aware voice is quick, easy and lower cost.

MEETING CUSTOMER DEMANDS

Today’s tech savvy customers want options so they can communicate when they want and how they want. They also demand smart technology that can save them time. By creating a flexible, dynamic and seamless multimodal omnichannel experience, you enable productive conversations that lead to faster, better service.

BRAND IDENTITY CRISIS

Be warned: the rapidly growing number of voice-enabled devices and chatbots has created a brand identity crisis. Generic voices offer limited personalities, tones and emotions, so we are now surrounded by voices that sound alike. The solution? Create your own branded voice. You could even use the voice of your CEO or brand ambassador.

TRANSFORM YOUR IVR AND DIGITAL AGENT

Generic, less expressive voices lack a human touch, resulting in low-level of customer engagement. By updating to branded, contextually-aware and emotionally intelligent voices with Speechmorphing, your IVR and digital agent will be more responsive to customers, their needs and emotions. Emotive, personable voices help build a stronger bond with customers and improve customer satisfaction.

REMOVING THE COST BARRIER

Until now, few companies could afford a branded voice. Developing a new voice can take half a year and a large budget, starting with weeks of recording followed by months of voice training. Or... you can use Speechmorphing to create a branded, expressive voice in just days, at a much lower cost.

“Speechmorphing’s unique ability to create high-quality and expressive synthesized voices with a small amount of speech data makes custom voices a true option for companies and applications. It particularly addresses the growing need for companies to have personalized and branded voices for their digital agents.”

William Meisel, President, TMA Associates and Editor, LUI News



Branded Bots

Use branded and expressive voices for engaging conversations that keep them coming back.



Smart Self-Service

Say it the right way with dynamic voices that respond to customers in the moment. Spot on.



Interactive Marketing

Grab their attention and create an impact. Customize and scale voices for multi-market campaigns.

Reinventing Voice

Branded Voices with Intelligence and Personality—Easy and Affordable

Speechmorphing is redefining speech synthesis. Powered by advanced speech technology, neural networks, deep learning and natural language voice generation, Speechmorphing allows you to quickly and cost-effectively customize personable, expressive voices.

Built with emotional intelligence, our voices are contextually aware so your digital agent can respond appropriately to any situation. Plus patented prosodic modeling and voice analysis deliver a natural rhythm of speech—so conversations feel organic.

With Speechmorphing, you just need 3 to 30 minutes of voice recordings and a few days to customize an individually branded voice. It’s quick, easy, lightweight and scalable—while delivering high-quality natural speech.

The Power of Speechmorphing

CUSTOMIZED VOICE. ON DEMAND.

Smorph™ Voice-on-Demand service gives you robust and user-friendly tools to create a branded voice that’s unique to your business.

Start with existing or new recordings of your brand ambassador. Or customize one of our pre-built voices with styles and domains—from tones and demeanor to pronunciation and lingo. Granular controls also allow you to adjust the mood, volume, pitch, speed, intonation and sound gestures.

Once you’ve mixed and mastered, it’s easy to integrate your voice with IVR, chatbots or VUIs. Your voice can be used across many services—to create new touch points.

EMOTIONAL INTELLIGENCE. EXPRESSIVE SPEECH.

An expressive voice will do more to engage customers. It’s more personable and responsive to their needs and emotions.

Smorph™ generates the right emotion and tone for any situation—on the fly. Calm an upset customer with an apologetic tone. Or guide a customer to a positive outcome by progressing from empathy to optimism... to modest confidence.

DIVERSE STYLES. DYNAMIC CONVERSATION.

Choose from a wide range of voice styles—promotional, informal, conciliatory, compassionate and more. You can also develop a new style to fit any context or scenario.

Your voice can hit the right note every time—whether communicating about an order placement, product suggestions, travel updates, or personal banking. Dynamic conversations create more positive experiences and can even brighten someone’s day.

PRIVATE DOMAINS. RICH LIBRARY.

Our lingo and manner of speaking reflect the domains we inhabit—whether it’s a sporting event or global business. Speechmorphing develops domain-sensitive voices—to break communication barriers and embrace audiences.

The Smorph Domain Management tool allows you to select from a rich library of choices or create your own domain. Manage your private domains, linguistic rules, templates, pronunciation and styles. A customized voice will deepen your connections and strengthen your brand.

¹ Sutherland Editorial Blog, “Human or Bot? Three Reasons AI-powered Chatbots Are Changing the Face of CX,” June 14, 2018

The Future of Speech Synthesis is Here

BRANDED: VOICE SPEAKS VOLUMES

- Develop a branded voice quickly and cost-effectively
- Start with new or old recordings of your brand ambassador
- Customize a pre-built voice with styles, tones, demeanor, pronunciation, lingo and more
- Improve the customer experience and brand loyalty
- Enjoy the benefits—no longer reserved for large enterprise

DYNAMIC: SMART AND RESPONSIVE

- Create dynamic voices that respond to different situations and customers, their needs, and emotions
- Add personality, interest and emotional intelligence—your options are as varied as the human voice itself
- Achieve optimal engagement and spare your customers the frustration of flat, generic voices

HIGH QUALITY: NATURAL AND EXPRESSIVE

- Generate high-quality, natural speech with cutting-edge prosodic modeling
- Humanize your individually branded voice to sound personable and expressive with superior customization
- Modify speaking styles with a simple click and Smorph
- Adjust the mood, volume, pitch, speed, intonation, and sound gestures

FAST: SPEEDS TIME TO MARKET

- Minimize the time and effort to record and customize
- Avoid weeks in a studio and months of development
- Automate customization by leveraging our advanced AI and deep-learning-enabled voice technology
- Simplify every step with Smorph Voice-on-Demand
- Reduce costs by speeding voice development

EASY: INTEGRATES WITH ANY APP

- Streamline the deployment and management of voice-enabled applications with our always-on service
- Simplify integration with our easy-to-use API tools
- Gain access to voice-on-demand from our public cloud, integrate with your private cloud or both
- Create an ultralight version of your voice to integrate with any app, mobile or IoT device

ECONOMICAL: LIGHTWEIGHT, LOWER COST

- Save on studio time by recording and using only a small amount of voice data
- Take the ultimate shortcut with one-click styling
- Eliminate months of costly development time
- Reduce your overall costs with a small footprint, highly efficient database, fast customization and easy integration

SCALABLE: LANGUAGES, VOICES AND STYLES

- Ensure scalability and flexibility with cross-language voice and style analysis, voice synthesis, and prosodic modeling
- Expand the use of voices across application domains, styles and languages
- Stream millions of branded voices simultaneously—in any number of applications.

Speechmorphing is on a mission to improve human-machine communications. Our products and services deliver natural and emotionally-intelligent voices that broaden the accessibility and speed the proliferation of synthesized speech for real world applications.



Speechmorphing, Inc.

1245 S. Winchester Blvd. Suite 216

San Jose, CA 95128

info@speechmorphing.com

www.speechmorphing.com

speechmorphing

THE FUTURE OF SPEECH SYNTHESIS

Improving Customer Service with a
Personalized Voice—Unique to Your Brand

