

Mitel MiContact Center Enterprise

ASR AND TTS OVERVIEW

Release 9.5 SP2



NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

ASR and TTS Overview
Release 9.5 SP2– October 2021

®,™ Trademark of Mitel Networks Corporation
© Copyright 2021 Mitel Networks Corporation
All rights reserve

NUANCE DOCUMENTATION

Nuance documentation can be accessed from the Windows Start menu.

NUANCE 11 ASR

1. From the **Start** menu, point to **All Programs**, point to **Nuance**, and click on **Speech Product Documentation**
2. Click the **Menu** icon up in the right corner to select relevant topic, or use the **Search** function

NUANCE VOCALIZER 7

3. From the **Start** menu, point to **All Programs**, point to **Nuance**, point to **Vocalizer for Enterprise** and click on **Vocalizer Documentation**
4. Click the **Menu** icon up in the right corner
5. Select the area of interest (**Installation**, **Configuration** or **Development**)

ASR MANAGEMENT

To use ASR a grammar file must be developed. Nuance 11 uses the GrXML file format. An ASR resource must be configured in the media server configuration for each ASR enabled language.

Refer to the **Creating Recognizer grammars** section in the **Development** chapter of the **Nuance Speech Suite documentation** for how to develop GrXML grammar files.

TEXT TO SPEECH MANAGEMENT

CONFIGURING A LANGUAGE

The TTS voice to be used needs to be configured in the Language setting for OAS or TAS for each TTS enabled language and a TTS resource needs to be added in the OAS media server resource configuration.

CUSTOMIZING THE TEXT TO SPEECH DICTIONARY (TUNING TTS)

Please refer to the section **Configuration** in the **Vocalizer for Enterprise** documentation for how to tune the TTS output.



[mitel.com](https://www.mitel.com)

© Copyright 2021, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation, including itself and subsidiaries and authorized entities. Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.