



A MITEL  
PRODUCT  
GUIDE

# MiContact Center Enterprise

## ASR and TTS Overview

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# 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.



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