

# Text-to-Speech

**High quality text-to-speech software solution designed to improve productivity and efficiency**

**TDI's Text-to-Speech (TTS) solution automatically converts text into high quality, natural sounding speech. This new feature, which is integrated into our Liberation® platform, gives users the ability to play back text in unattended, predictive, or preview campaigns. Articulate, intelligent, and expressive, TDI's TTS solution speaks what you want, when you want.**

## Highlights

- Dynamically converts text into speech
- Automated process saves company time and resources
- Enables customers to confirm, cancel, or change appointments on-the-fly
- Ensures that customer information is delivered accurately and on time

## INCREASE REVENUES

Whether you need to verify doctor appointments, remind clients of payment balances, or alert individuals in the event of an emergency, TDI's TTS solution is here to help. Integrated within Liberation, our comprehensive desktop sales and service solution that includes campaign management, scripting, and telephony automation, TDI's TTS feature gives Liberation users a new and innovative way to communicate with customers while continuing to increase employee productivity and revenues, reduce operating costs and inefficiencies, and provide a high level of customer support, data security, & compliance.

This Message is for Mary Brown



• **Optimize Collections.** Increase profitability by optimizing the efficiencies of your systems and people. TDI's TTS solution increase collection rates and generates additional revenue by contacting clients with payment reminders and helping guide them through the collections process.

## IMPROVE EFFICIENCIES

People are the biggest expense in any contact center, so only using agents when they are needed will greatly reduce your costs. Use Liberation's unattended campaigns, in conjunction with TTS, and you no longer need a live agent to reach your customers — this will save you time and money and improve customer satisfaction!

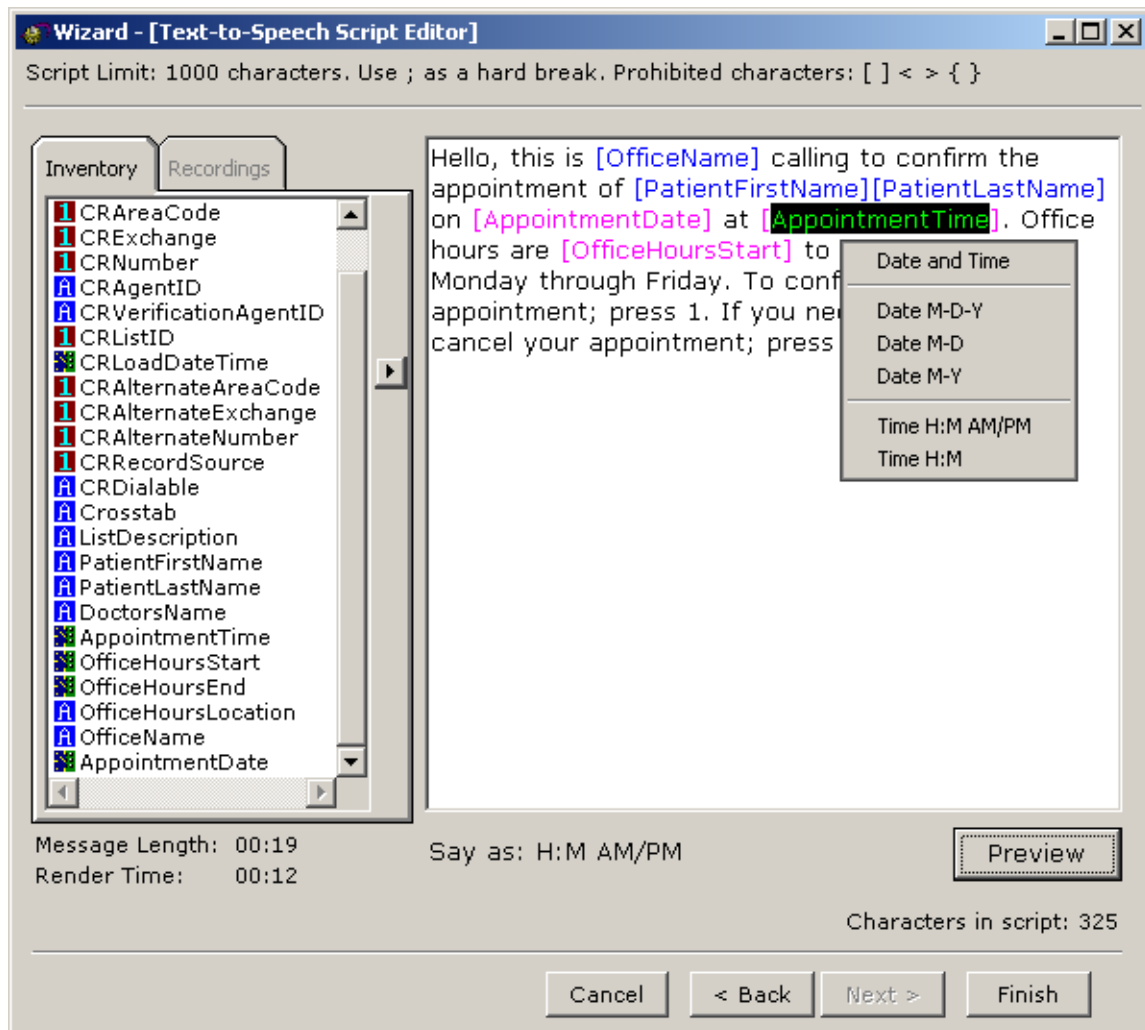
• **Campaign Management.** Reduce inbound call volume by proactively contacting customers via TTS on matters they might otherwise place incoming calls about, such as order confirmation, account balances, and transaction status.

## INCREASE CUSTOMER SATISFACTION

Liberation's TTS feature will leave your clients and prospects with a positive impression of your company. Delivering account specific and meaningful information, such as welcome calls, fraud alerts, or emergency notices builds customer loyalty and increases satisfaction.

• **Easy and Accurate.** TTS ensures that your customers receive accurate information in a timely manner. The TTS engine can convert patient names, times and dates, and account balances into speech. So whether a customer needs to confirm an appointment or change the appointment to another day, it is easy with TDI's automated TTS application.

## Intelligent, Customizable, and User Friendly TTS Script Editor



With TDI's TTS Script Editor customize your script by choosing the date and time format that you prefer and by adding variables that are specific to your message and industry

### About TDI

TDI is a leading provider of revenue accelerating solutions for the contact center industry. For 25 years organizations have relied on TDI's proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve sales and service revenues.

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