

# New Speech Technologies Make Voices More Persuasive

*Petralex Speech Communication was presented at the exhibition CCW'16 in Berlin. It improves the effectiveness of employees of call and contact centers.*

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EINPresswire.com/ -- Speaking over the phone, we visualize the interlocutor by the persuasiveness of his speech. The call success directly depends on this factor. Petralex SC automatically adjusts the operators' voice to the required parameters with the software means.

## About the product

Petralex Speech Communication is the world's first program that processes the voice signal and changes voice parameters on a real-time basis. Petralex SC is a unique software transforming the voice signal for its better perception by the remote call recipient.

## Persuasive speech for everyone

The Persuasive Speech technology is the result of sophisticated processing that involves parametrization of voice signals through algorithms. The operator's voice is transformed with account of the individual peculiarities of articulation, the speech path, and the vocal chords. Actually, the transformed speech is synthesized, though it sounds absolutely naturally, with no artifacts common for text-to-speech synthesis. The synthesized speech is produced through the use of proprietary speech signal models modifying harmonic parameters.

The presented solution is applicable for both broad band and narrow band communication channels.

Persuasive Speech changes the qualitative parameters of the main tone of the voice signal, adjusting it to the current business objectives.

Petralex Speech Communication software is a big step towards the high quality client-oriented approach. It has an effect on the psychological and sound perception of the call recipients and eventually improves the effectiveness of calls and the operators' working conditions.

Petralex Speech Communication offers the following functionality: persuasive speech, expressive voice, volume leveling (compression), microphone noise suppression, speech rate adaptation, stress level attenuation.

In the CallCenterWorld'16 exhibition pavilion brand new features were presented: the technology of the operator's hearing protection from tone signals; improvement of the microphone parameters; the application analysis and statistics module; voice amplification to suppress the



IT4YOU at CCW2016

external noise on the call recipient's side; and the voice assistant for intonation modification.

Visitors of CallCenterWorld'16 had an opportunity to assess the full-scale functionality and new capabilities of the innovative software.

Press release courtesy of Online PR Media.

Natalia Boltag  
IT4YOU  
+79057907919  
email us here

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