

The **Text to Speech** feature transforms typed text in the Simplicity Portal into audible speech for callers to hear. Text to Speech is available anywhere in the Portal that one can currently record audio via a callback to a phone or by uploading audio from a pre-recorded file.

**Text to Speech** eliminates the need for users to record audio messages for auto attendants, voicemail greetings, intro greetings, and messages to queue agents. Benefits include:

- Multi language, voice and accent options
- Unified audio voice that is consistent and professional
- Ability to create introduction greetings and messages
- On demand
- Provides default greetings and records names for new users
- Ability to create messages for agents answering a queue



**Cost:** No additional cost.