## Design and build enterprise-grade voice-enabled apps

Azure Al Speech

### **Essentials of GenAl-powered** communications in today's enterprise

Transcribe speech to text Quickly and accurately transcribe audio, including using OpenAl Whisper models

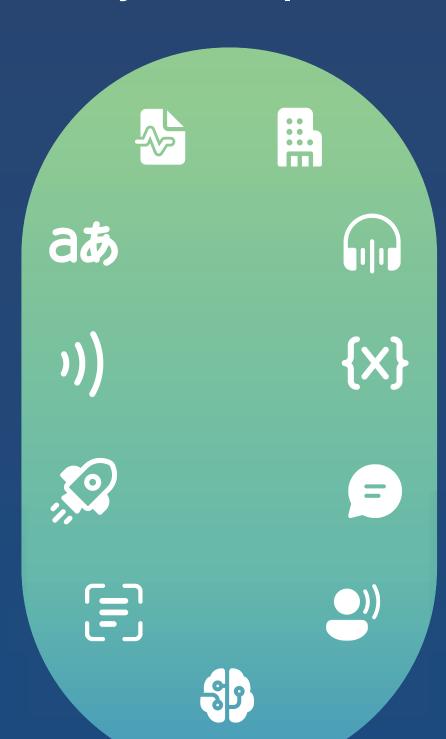
Translate for global reach Translate audio in 90+ languages, in batch or real-time

> Give your app a voice Speak directly to your customers using pre-built voices, or your own, in GenAl-powered assistants

Deploy anywhere Deploy in the cloud, at the edge or in containers

**Embed speech to power** on-device scenarios

Activate IoT devices with custom keywords, seamless enable hands-free scenarios



**Enterprise-ready** 

Operate at scale with data privacy, access controls and security guardrails

**Accurate voice-processing** 

Comes with built-in noise robustness, context across spoken sentences and speaker separation

Multi-lingual support

Global languages supported, domestic accents, automated language identification

Customizations

Customize voices, models and avatars to cater to industry domains, branding and more

Responsible Al

Developed with RAI best practices and guidelines



Global customer service leaders expect customers to be served by bots within the next three years<sup>2</sup>

#### Use cases powered by Azure AI Speech



#### Al assistants

Voice-powered assistants, to improve self-service and customer satisfaction



#### Call centers

Faster transcription, GenAlbased call summaries, copilots for real-time agent assistance and post-call analytics



#### **Accessibility**

Captions, read-aloud and dictation to build accessible applications for disabled users



#### **Avatars**

Humanize your brand and give your enterprise a visual identity using prebuilt or custom avatars

#### **Our customers**



Virtual assistant can change the speed and intonation of its voice, as well as speak in

# 140 different languages



#### (W) Allstate

98% reduction

in cost

using automated speech transcriptions of claims calls

Magna, a risk analytics solution built using Al capabilities from Azure Al for Speech, Language, Translator services to consolidate growing volumes of unstructured data from email, phone calls, and chats to identify potential risks quickly, reducing the time to issue an alert from



days

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"The launch of the Avatar project is a new chapter in Commerzbank's digital strategy and a flagship use-case for Generative AI and Microsoft's

## new cutting-edge Avatar technology."

—Jörg Oliveri del Castillo-Schulz, COO