Voice Branding by GM Voices

Add a friendly, natural voice to your Genesys Customer Experience Platform with GM Voices

The Customer Experience Starts with the Voice

Ensure that your caller experience—often the first channel that touches the customer—sounds crisp, professional, and consistent with your brand image. Offering professional voice actors in any sound or style, GM Voices ensures that your prerecorded voice messaging gives your Genesys Customer Experience Platform investment the quickest path to a fully realized ROI.

A Production Process Created Specifically for Telephony

Anyone can record messages for a phone system, but very few can do it well. And fewer still do it well specifically for telephony applications. GM Voices is an expert at the entire process. Phone menus — IVR, call routing, auto attendants, anything — require periodic or even regular updates. Sure, it means finding the right voice talent, but it’s also about a consistent, predictable recording schedule, a team of talented engineers to record and edit your files, and the right economies of scale to deliver your voice files economically and on time, every time. Your Genesys solution will sound great for the long haul with GM Voices.

Go Global with Over 100 Languages and Dialects

In today’s global marketplace, just providing an English voice option isn’t enough. In North America, you’ll need Spanish and possibly French Canadian, too. If you’re doing business in other countries, you have to speak the language with local-market credibility. Fortunately, GM Voices translates, localizes, and records in over 100 languages, all with an accredited, global network of translators, script reviewers and voice actors. Make international inroads with a serious commitment to your customers abroad.

All-in-One Service: Scripting, Translation, Recording, Editing, Delivery

GM Voices is an inclusive provider of all things voice and language to complement the Genesys Customer Experience Platform. Many companies are able to consolidate vendors by sourcing all recording and translation to the all-in-one GM Voices operation. Time is money. GM Voices saves you both.
How to Get Started

• Start your voice search: www.gmvoices.com/voice-samples
• Choose a voice or consult with our team to find the best fit
• Send your script (ask for a best-practice script template)
• Get voice prompts the day after the recording session

The Best Production Quality

• Unmatched studio recording environments and equipment
• Trained engineers and talent
• Reference files maintained for seamless recording updates

World-Class Service

• Dedicated account managers, support reps, script processors
• Voice Branding/persona development collaboration
• Ready-to-load voice files organized/ labeled per your specifications

About GM Voices

GM Voices, a member of the Genesys Partner Network, is the global leader in professionally-recorded voice prompts, language localization, persona development and Voice Branding solutions for automated voice technologies. With nearly 1,000 professional voice actors in over 100 languages and dialects, GM Voices helps companies establish a natural-sounding Voice Brand that improves the customer experience anywhere in the world. For more information, visit www.gmvoices.com.

A TYPICAL MONTH

• 65,000 messages recorded
• 1 million total words
• 360 total recording sessions with order bundling across dozens of industries
• Multiple multimedia, live video, narration, dubbing and subtitling projects
• Several high-profile Voice Branding collaborations
• Hundreds of new talent demos received, dozens received as a team, a lucky few with live auditions

About Genesys

Genesys, the world’s #1 Customer Experience Platform, empowers companies to create exceptional omnichannel experiences, journeys and relationships. For over 25 years, we have put the customer at the center of all we do, and we passionately believe that great customer engagement drives great business outcomes. Genesys is trusted by over 4,700 customers in 120 countries, to orchestrate over 24 billion contact center interactions per year in the cloud and on premises.

Visit us at www.genesys.com or call us at +1.888.436.3797