Contents

[Introduction (Business Need): 2](#_Toc103621761)

[Challenge Description: 2](#_Toc103621762)

[User Stories: 2](#_Toc103621763)

# Introduction (Business Need):

Wells Fargo employees and contingent workers come from an amazing diversity of backgrounds, and the variety of names within the company is profound. Often, employees find themselves struggling with the pronunciation of names. What can we do to make it easier for employees to pronounce others’ names as they would like them to be pronounced, and for employees to let others know how they would like their names pronounced?

# Challenge Description:

This challenge will deliver a solution for phonetic pronunciation of names. The successful solution will enable Wells Fargo employees to understand the pronunciation of people’s names in two ways:

1. Standard Pronunciation: The solution will provide standard aural pronunciations for names, based on rules. Standard solutions may come from industry-standard solutions.
2. Non-Standard Pronunciation: The solution will enable employees to override standard pronunciations and provide “custom” pronunciations for cases where the employee prefers pronunciation that differs from the pronunciation provided by the standard solution.

The solution will provide a user interface for administrators and employees to look up pronunciations. More importantly, the solution will provide an API, providing name pronunciation as a service. The user interface will allow employees to record and play back non-standard pronunciations.

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# User Stories:

|  |  |  |
| --- | --- | --- |
| S. No. | User Personas | Details |
| 1 | Employee | I should be able to play standard pronunciation for **my name**.  NOTE: Standard pronunciations are created based on employee’s base location and a voice available for that location in the system. |
| I should be able to play standard pronunciation for all **other employees**. |
| I should be able to customize **my pronunciation** by selecting from list of countries and voice/accents that are available in the system for those countries |
| I should be able to customize **my pronunciation** by overriding the standard pronunciation and recording my own audio. |
| I should be able to opt-out of the pronunciation service for **my profile**. |
| I should be able to opt-in to the pronunciation service for **my profile**. |
| 2 | Admin (super user) | I should be able to play standard pronunciation for all the employees. |
| I should be able to customize pronunciation for all the employees by selecting from list of countries and voice/accents that are available in the system for those countries. |
| I should be able to opt-out of the pronunciation service for any employee. |
| I should be able to opt-in to the pronunciation service for any employee. |
| 3 | API consumer | I should be able to consume the API to get the audio files for all employee |