

## USER STORIES

Barry is a user who visits the name pronunciation tool for the first time. He is automatically verified in through OKTA and enters his preferred name, then finds options to hear a standard pronunciation of it, make some advanced customizations to it or bypass the standard tool and record his own pronunciation. He goes for the standard pronunciation. The tool works intelligently under the hood to determine the closest possible locale/ language the name could belong to, to enable Barry to hear a natural and correct sounding pronunciation of his preferred name. Barry is happy with the result and opts to save this to the database.

Name Pronunciation Tool

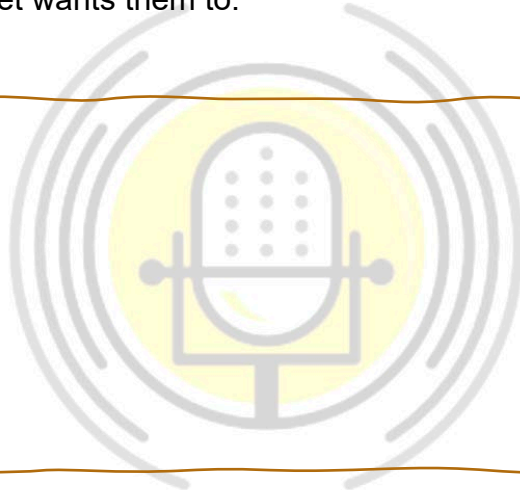
Sally is a user just like Barry who visits the tool for the first time. She listens the standard pronunciation but isn't satisfied with it. She opens up the advanced options menu and finds settings for locale/language, a male/female voice selection and different voice options in them, and sliders for pitch and speed to provide absolute control over the pronunciation. She tries a couple pairings of customizations, finally settling on one she likes. She saves this to the database, and next time when she enters the portal, she finds her previously saved pronunciation at the top, not needing to remember and set the preferences again.



## Name Pronunciation Tool

Xiang wants to try out entering her name field in her local language script. She enters 香(Xiang) in her local language script. The tool recognises language automatically and provides her the pronunciation in that language.

Goulet logs in to the service and tries the standard pronunciation. Not impressed, he tries the variety of customization options available, but none are being able to pronounce his name as he likes it. He goes for the record your own pronunciation option. He gets the option of hearing back his recording to ensure it is right, and then save it to the database. Now when someone searches on how to pronounce his name, they would hear it exactly as Goulet wants them to.



Rahul has to work with a new team for an upcoming project. But he is unsure on how to pronounce the names of a couple of members of the new team. He logs into the tool and goes to the user search functionality. He searches for them by their names and is able to hear the pronunciation that they have set for their respective names. He is now much more confident for the first meet with them.

Elena has a meet with a new client coming up in a few days. The problem is she is completely clueless on how the client's name is pronounced. She logs on the tool and goes to the user search functionality. Since the client is not a Wells Fargo employee, she can listen to how other users with same name prefer to pronounce it. In case no such user is present, the tool offers a standard pronunciation by guessing the language/locale to provide a good enough approximation. She makes a good first impression on the client, and the meeting goes well.



Rupert had recorded his pronunciation, but there was a background noise present. He can come back anytime and overwrite his previous recording. If at a later time, he decides to opt out of the service, he has full control to delete his recording from the database, and it will be cleared from all records, not showing up in future user searches.