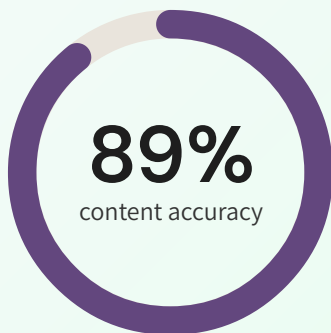


CONTENT DRIFT REPORT

WellSaid Labs

Scan of 2026-07-26 · 151 sources monitored · 25 active alerts



ACTIVE ALERTS

25

5 new since
2026-07-19

CRITICAL

0

22 warning · 3 info

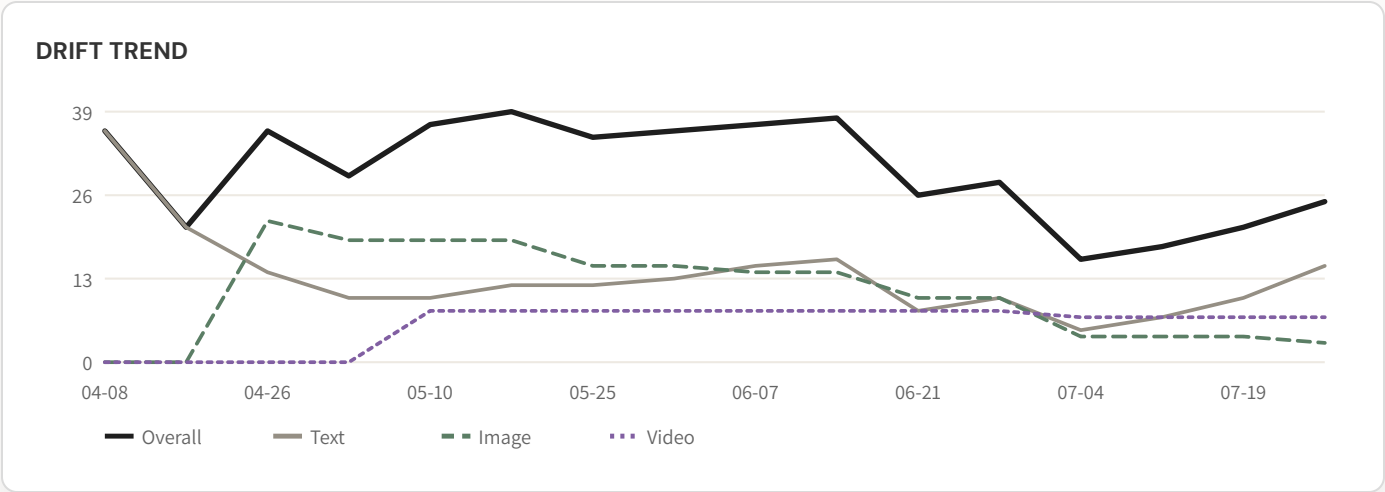
SOURCES CLEAN

134

of 151 scanned

25 drift alerts across 151 sources

0 critical, 22 warning and 3 informational findings, 5 new since 2026-07-19. Each finding below shows where the content disagrees with your source of truth, where it appears and the suggested fix.



NEW SINCE 2026-07-19

- DR-0092** The pricing page dropped WAV and OGG downloads from the Pro plan this week, but the getting-started guide still tells everyone to pick .mp3, .wav, or .ogg
- DR-0093** The new caption article says captions come in two formats, then offers three — and the pricing page lists only SRT and VTT
- DR-0094** The new intro promises every voice is tagged with a speaking style, but more than half the list is tagged "(Partner)" — a voice model, not a style
- DR-0095** Customers running low on minutes are told add-on packs are still coming and to contact Support — but add-ons shipped in July and can be bought self-serve
- and 1 more

BY SEVERITY

Critical0

Warning22

Info3

BY TYPE

Text15

Video7

Image3

BY SECTION

Marketing Site5

WellSaid News4

Replacements3

Getting Started2

Authoring1

WellSaid Voices1

2 more2

DR-0092

Warning

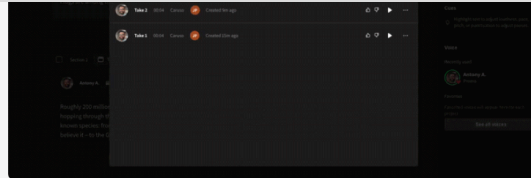
Text

New

Getting Started

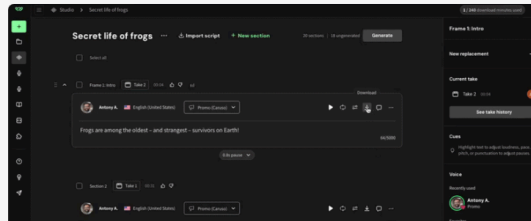
The pricing page dropped WAV and OGG downloads from the Pro plan this week, but the getting-started guide still tells everyone to pick .mp3, .wav, or .ogg

Getting Started with WellSaid Studio · help.wellsaid.io/.../39187892094099-Getting-Started-with-WellSaid-Studio



Downloading your audio

1. Click the download icon on a section.
2. Choose a file format: .mp3, .wav, or .ogg.
3. Enter a file name, and optionally check off caption files (.srt, .vtt, .txt) to include.
4. Click on Download.



HELP ARTICLE

CURRENT

Choose a file format: .mp3, .wav, or .ogg.

SUGGESTED FIX

Add the plan condition to this step so it matches the pricing page, using the wording already used in Downloading Sections and Projects. Paste-ready: "Choose a file format: .mp3, .wav, or .ogg. WAV and OGG are available on Business and Enterprise plans; MP3 is available on all plans." The same change is needed in Updating Global Download Settings (help.wellsaid.io/.../39078836537619-Updating-Global-Download-Settings), which tells readers to "Choose your preferred file format from the list (e.g., MP3, WAV, OGG.)" with no plan condition. If Pro is in fact meant to keep WAV and OGG, the pricing page's Export formats row is the row to correct instead.

WHAT CHANGED

The pricing page's Export formats row now reads "MP3MP3MP3, TXTMP3, WAV, OGG, TXTMP3, WAV, OGG, TXT" across Trial, Starter, Pro, Business and Enterprise — the Pro column changed from "MP3, WAV, OGG, TXT" to "MP3, TXT" this week. This guide, rewritten on 2026-07-25, still says "Choose a file format: .mp3, .wav, or .ogg." with no plan condition, and Downloading Sections and Projects says "OGG and WAV are available on Business and Enterprise plans; MP3 is available on all plans." A Pro subscriber following the getting-started steps will look for a .wav option that their plan no longer offers.

ARTICLE help.wellsaid.io/.../39187892094099-Getting-Started-with-WellSaid-Studio

SOURCE <https://www.wellsaid.io/ai-voice-pricing> **FIRST SEEN** This scan (2026-07-26) — new alert Model confidence: 0.82

DR-0093

Warning

Text

New

Authoring

The new caption article says captions come in two formats, then offers three — and the pricing page lists only SRT and VTT

Downloading Caption Files · help.wellsaid.io/.../40107697876499-Downloading-Caption-Files

The screenshot shows a help article titled "Downloading Caption Files" in the WellSaid Studio Help Center. The breadcrumb trail is "Help Center > Using Studio > Authoring". On the left is a navigation menu with links: "New", "Using Studio" (active), "Studio for Teams", "Account Management", "Connect to Tools", "Support", and "Articles in this section" (containing "Translating a Project into Another Language"). The main content area has the title "Downloading Caption Files" and an "Article overview" section stating: "Caption files make your audio content more accessible. Download captions in SRT or VTT format directly from WellSaid Studio." Below this, a red dashed box highlights a paragraph: "WellSaid Studio lets you export a caption file alongside your audio — no third-party tools needed. Captions are available in two formats depending on where you plan to use them." This is followed by a section "SRT vs. VTT: What's the difference?" with two bullet points: "SRT (SubRip Subtitle): A widely supported format that works with most video players and editing tools." and "VTT (WebVTT): Designed for web applications, with support for additional styling and positioning options." Below this is a section "Downloading caption files" with a numbered list starting with "1. Select the section you want to download captions for...". At the bottom of the article is a "HELP ARTICLE" button.

Help Center > Using Studio > Authoring

Downloading Caption Files

Article overview

Caption files make your audio content more accessible. Download captions in SRT or VTT format directly from WellSaid Studio.

WellSaid Studio lets you export a caption file alongside your audio — no third-party tools needed. Captions are available in two formats depending on where you plan to use them.

SRT vs. VTT: What's the difference?

- **SRT (SubRip Subtitle)**: A widely supported format that works with most video players and editing tools.
- **VTT (WebVTT)**: Designed for web applications, with support for additional styling and positioning options.

Downloading caption files

1. Select the section you want to download captions for...

HELP ARTICLE

CURRENT

Captions are available in two formats depending on where you plan to use them.

SUGGESTED FIX

The article contradicts itself: it opens “Captions are available in two formats” with an “SRT vs. VTT” section, then the download step lists “SRT, VTT, or TXT.” TXT is a plain-text transcript, not a timed-caption format (the pricing page and Global Download Settings both treat captions as SRT/VTT only), so the fix is to DROP TXT from the “Select an option” caption step here — and in the two sibling articles that also miscall .txt a caption file (Getting Started with WellSaid Studio; Creating Audio at Different Sample Rates). Keep the opening “two formats.”

WHAT CHANGED

This article, republished on 2026-07-27, opens with "Captions are available in two formats depending on where you plan to use them" and a "SRT vs. VTT" section, but the download steps then say "Select an option: SRT, VTT, or TXT." Two other articles updated this week agree there are three — Getting Started with WellSaid Studio offers "caption files (.srt, .vtt, .txt)" and Creating Audio at Different Sample Rates refers to "downloading captions (SRT, VTT, TXT)". The pricing page's comparison table still lists "Caption file downloads .SRT, .VTT" for every paid plan, so a customer checking what their plan includes gets a different answer than the help article gives them.

ARTICLE help.wellsaid.io/.../40107697876499-Downloading-Caption-Files

SOURCE <https://www.wellsaid.io/ai-voice-pricing>

FIRST SEEN This scan (2026-07-26) — new alert Model confidence: 0.78

DR-0094

Warning

Text

New

WellSaid Voices

The new intro promises every voice is tagged with a speaking style, but more than half the list is tagged "(Partner)" — a voice model, not a style

List of WellSaid Voices · help.wellsaid.io/.../39112914360467-List-of-WellSaid-Voices

Help Center > Using Studio > WellSaid Voices

List of WellSaid Voices

Article overview

Browse every voice available in Studio, by language and accent.

This list covers all English voices plus Global Voices in 30+ languages, each tagged with the style it supports — Narration, Conversational, Promo, or Character. Use it to see what's available before you go looking in Studio, then preview and pick a voice from the Voices library in your project.

English Voices

- Alana B. (Narration, Conversational)
- Antony A. (Narration, Conversational, Promo)
- Ava M. (Narration, Conversational, Promo)
- Bella B. (Narration, Conversational, Promo)
- Cameron S. (Narration)
- Chase J. (Narration)

HELP ARTICLE

CURRENT

each tagged with the style it supports — Narration, Conversational, Promo, or Character

SUGGESTED FIX

Either tag the Global Voices with their actual speaking styles, or change the intro so it stops promising something the list doesn't deliver. Paste-ready alternative: "This list covers all English voices plus Global Voices, tagged with the speaking style each one supports — Narration, Conversational, Promo, or Character. Global Voices supplied through our partner network are tagged Partner; browse them in the Voices library to hear the styles available." It would also help to add a one-line note explaining what Partner means, since Creating Audio at Different Sample Rates treats Partner as a voice model alongside Standard and Caruso.

WHAT CHANGED

The intro paragraph added to this article this week says the list covers voices "each tagged with the style it supports — Narration, Conversational, Promo, or Character". Of the 205 voices listed, 109 are tagged "(Partner)" instead — every Arabic, Chinese, Czech, Danish, Dutch, Italian, Japanese, Korean, Persian, Polish, Portuguese, Swedish and Turkish voice, plus most Spanish, French and German ones. Partner is a voice model, not a style: Creating Audio at Different Sample Rates says "Standard and Partner voices always render at 24 kHz", and Exploring Languages, Accents, and Styles says "Voices are organized into four speaking styles" with no Partner among them. Someone looking for a Conversational Spanish voice can't tell from this list which Spanish voices offer one.

ARTICLE help.wellsaid.io/.../39112914360467-List-of-WellSaid-Voices

SOURCE help.wellsaid.io/.../39079854241299-Exploring-Languages-Accents-and-Styles

FIRST SEEN This scan (2026-07-26) — new alert Model confidence: 0.85

DR-0095

Warning

Text

New

WellSaid News

Customers running low on minutes are told add-on packs are still coming and to contact Support — but add-ons shipped in July and can be bought self-serve

Understanding June 2026 Pricing and Plan Changes · help.wellsaid.io/.../52476451642003-Understanding-June-2026-Pricing-and-Plan-Changes

Articles in this section

- ▶ Release Notes
- ▶ Understanding June 2026 Pricing and Plan Changes
- ▶ Retiring Sonny G. from the WellSaid Voice Library
- ▶ Migrating Your Legacy Projects to WellSaid Studio
- ▶ Legacy Studio Migration FAQs
- ▶ Migrating Legacy Projects to WellSaid Studio
- ▶ Accessing Tobin A.
- ▶ Respelling Suggestions

A downloaded minute is the unit WellSaid now uses to measure usage. Your plan includes a set number of minutes of audio you can download each month. For example, a 3-minute clip counts as 3 downloaded minutes toward your total.

💡 All paid plans continue to include unlimited generation and retakes — these do not count against your downloaded minutes.

I'm on an annual plan. When do my downloaded minutes reset?

Annual plan customers receive their full yearly allocation upfront as a single bucket — for example, 180 minutes/month means 2,160 minutes available immediately for the year.

I'm running low on downloaded minutes. What are my options?

If you're on an annual plan, you can renew early to refresh your allocation. If you're on a monthly plan, switching to annual gives you access to the full year's minutes up front.

Add-on minute packs are also planned for a future release. Contact [Support](#) if you need additional minutes in the interim.

I'm on a Business or Enterprise plan and I see downloads, not downloaded minutes. Is something wrong?

Nothing is wrong. Existing Business and Enterprise customers remain on downloads for the duration of their current contracts. Downloaded minutes apply to new Business and Enterprise customers. If new users join your account, they'll be onboarded to downloads to match your existing setup.

Changing plans

HELP ARTICLE

CURRENT

Add-on minute packs are also planned for a future release.

SUGGESTED FIX

Replace that line with the option customers can actually use today. Paste-ready: "You can also buy an add-on to top up your minutes without upgrading — see Adding More Minutes to Your Plan." and link help.wellsaid.io/.../53255263259283-Adding-More-Minutes-to-Your-Plan. Drop the "Contact Support if you need additional minutes in the interim" sentence, since that route is no longer needed for Starter, Pro and Business. While in this article, the opening line "WellSaid is updating its individual plans and how usage is measured in June 2026" also reads as an upcoming change now that June has passed — reword it to "As of June 2026, WellSaid updated its individual plans...".

WHAT CHANGED

This pricing FAQ, last updated 2026-07-21, still answers "I'm running low on downloaded minutes" with "Add-on minute packs are also planned for a future release. Contact Support if you need additional minutes in the interim." Add-ons launched two weeks earlier: the article Adding More Minutes to Your Plan (published 2026-07-07) says "Add-ons let you purchase extra minutes without upgrading to a higher plan tier" and walks through buying one from Account Settings, and the July 2026 release notes announce them. Customers who hit their limit are being sent to Support for something they can buy themselves in three clicks.

ARTICLE help.wellsaid.io/.../52476451642003-Understanding-June-2026-Pricing-and-Plan-Changes

FIRST SEEN This scan (2026-07-26) — new alert Model confidence: 0.88

DR-0096

Warning

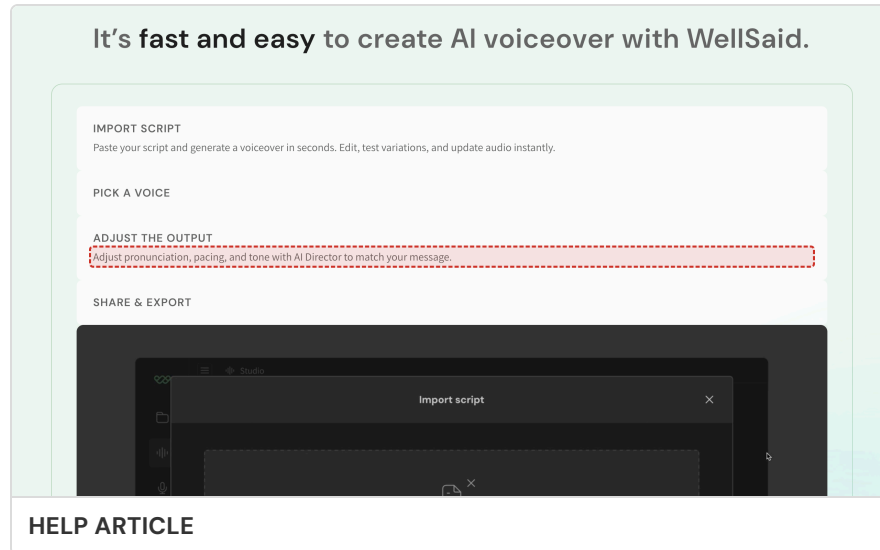
Text

New

Marketing Site

Seven marketing pages promote a control called "AI Director", a name that appears nowhere in the Help Center or the product

Most Realistic AI Voice Generator | WellSaid · <https://www.wellsaid.io/>



CURRENT

Adjust pronunciation, pacing, and tone with AI Director to match your message.

SUGGESTED FIX

Use one name for this on the website and in the Help Center. If AI Director is the umbrella name for the pacing, pitch and loudness controls, add it to Using Voice Cues (<https://help.wellsaid.io/hc/en-us/articles/39185803987347-Using-Voice-Cues>) and Using Emotional Presets so searching the Help Center for it returns something. If it's marketing shorthand rather than a product name, change these lines to the names a customer sees in Studio — paste-ready: "Adjust pronunciation, pacing, and tone with Voice Cues to match your message." The same sentence needs changing on the six other pages listed below.

WHAT CHANGED

The homepage's "ADJUST THE OUTPUT" step reads "Adjust pronunciation, pacing, and tone with AI Director to match your message", and the same name appears on the API, marketing, healthcare, manufacturing, financial-services and advertising pages. No Help Center article uses it: the controls for pitch, pace, loudness and pauses are documented as Voice Cues ("Voice Cues are only available on Caruso voices"), Emotional Presets, and the Smart Toolbar. A prospect who reads about AI Director and then searches the Help Center for it finds nothing.

ARTICLE <https://www.wellsaid.io/> **SOURCE** help.wellsaid.io/.../39185803987347-Using-Voice-Cues

FIRST SEEN This scan (2026-07-26) — new alert Model confidence: 0.72

DR-0048

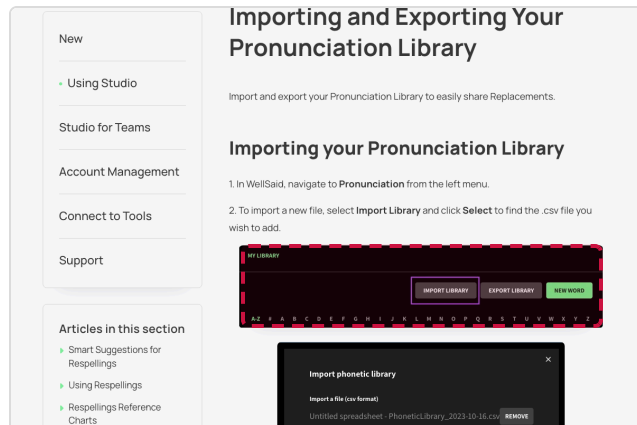
Warning

Image

Replacements

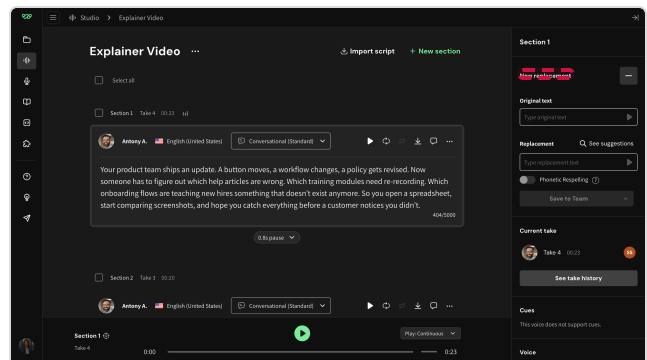
Screenshot shows legacy 'MY LIBRARY' page with green 'NEW WORD' button that no longer exists

Importing and Exporting Your Pronunciation Library · help.wellsaid.io/.../39079455127827-Importing-and-Exporting-Your-Pronunciation-Library



ARTICLE SCREENSHOT

The embedded dark product screenshot below body step 2 ('To import a new file, select Import Library...'). Box wraps the



LIVE UI

'New replacement' panel header in the right-side script-editor side panel (Section 1 > New replacement). Demonstrates th

SUGGESTED FIX

The library page is now called 'Libraries' and the primary action button to add a replacement is 'New Replacement' (not 'NEW WORD'). Per the terminology rubric, 'PRONUNCIATION' has been renamed to 'Replacements' product-wide.

WHAT CHANGED

Article body references navigating to 'Pronunciation from the left menu' but live Studio left-nav now uses 'Libraries' (see right-rail-voices.png reference showing 'Open libraries' and 'New replacement' instead of 'New word'). Related article 39113078033555 text explicitly says 'select New Replacement' when adding from the library, confirming the current button label.

ARTICLE help.wellsaid.io/.../39079455127827-Importing-and-Exporting-Your-Pronunciation-Library

SOURCE <https://studio.wellsaidlabs.com/dashboard/studio/> **FIRST SEEN** 2026-04-26 — also in 14 prior scans

Model confidence: 0.85

DR-0049

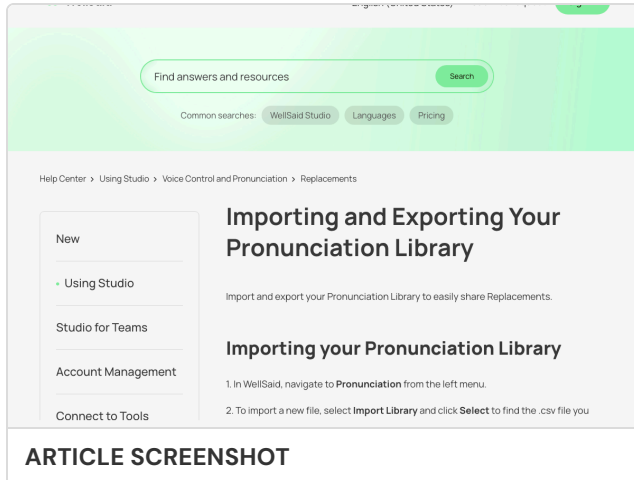
Warning

Image

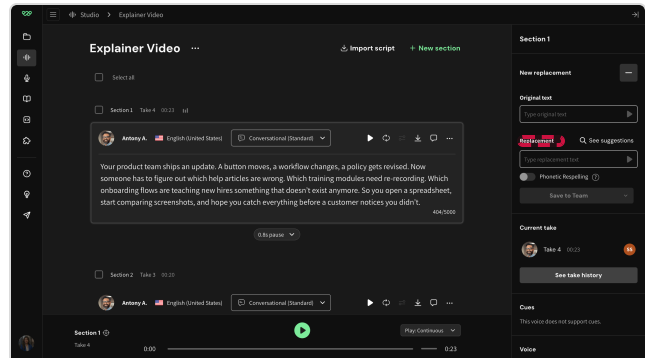
Replacements

Import dialog titled 'Import phonetic library' — outdated naming

Importing and Exporting Your Pronunciation Library · help.wellsaid.io/.../39079455127827-Importing-and-Exporting-Your-Pronunciation-Library



ARTICLE SCREENSHOT



LIVE UI

'Replacement' field label in the right-side form. Demonstrates the global rename from 'Phonetic / Pronunciation' termino

SUGGESTED FIX

Article refers to 'Pronunciation Library' (also globally renamed to 'Replacements' per current UI). 'Phonetic library' is a stale label

WHAT CHANGED

Per rubric PRONUNCIATION was renamed to Replacements across the product; article still uses 'Pronunciation Library'. The screenshot's 'phonetic library' wording is older than both.

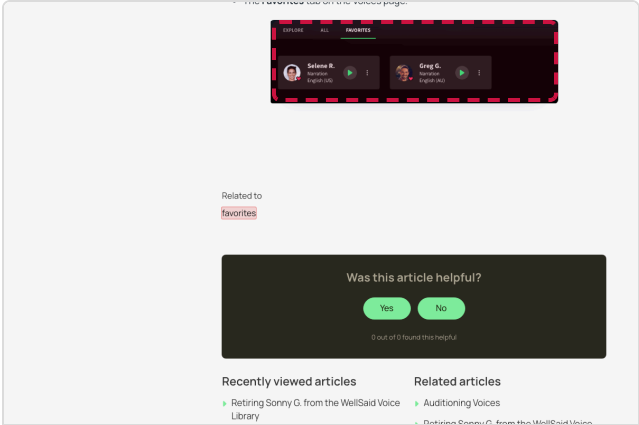
ARTICLE help.wellsaid.io/.../39079455127827-Importing-and-Exporting-Your-Pronunciation-Library

SOURCE <https://studio.wellsaidlabs.com/dashboard/studio/> **FIRST SEEN** 2026-04-26 — also in 13 prior scans

Model confidence: 0.78

Voices modal tabs drifted: 'EXPLORE / ALL / FAVORITES' no longer matches current 'Explore / Favorites / Team voices'

Favoriting a Voice · help.wellsaid.io/.../39296392747923-Favoriting-a-Voice



Related to favorites

Was this article helpful?

Yes No

0 out of 0 found this helpful

Recently viewed articles

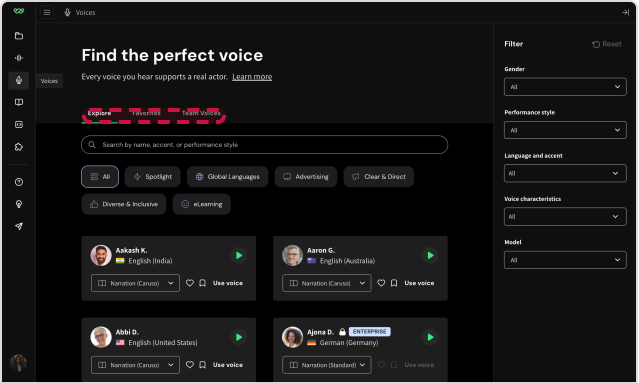
Related articles

Retiring Sonny G. from the WellSaid Voice Library

Auditioning Voices

ARTICLE SCREENSHOT

The dark Voices modal screenshot directly under the bullet 'The Favorites tab on the Voices page'. Box wraps the modal f



LIVE UI

Tab row 'Explore | Favorites | Team Voices' with green underline under selected 'Explore' tab

SUGGESTED FIX

Current Voices modal uses title-case tabs 'Explore | Favorites | Team voices' (no 'All' tab). Voice cards now include country flag, 'Narration (Caruso)' model chip, heart + bookmark icons, and a 'Use voice' CTA.

WHAT CHANGED

Reference voice-picker-modal.png (captured 2026-04-23) shows tabs 'Explore / Favorites / Team voices' in title case with no 'All' tab; voice cards include flag, model chip, heart/bookmark, and 'Use voice' CTA. The article body even says 'From the Explore or All tabs' — a reference to a tab that no longer exists.

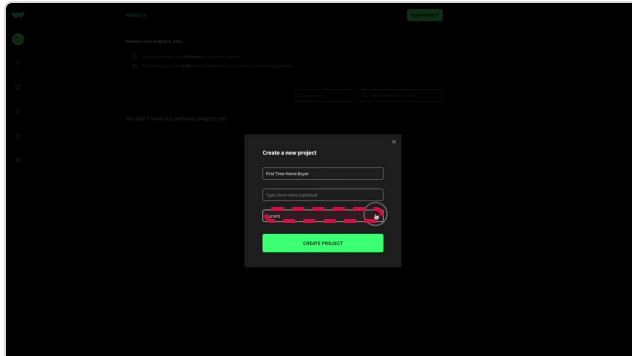
DR-0064

Warning

Video

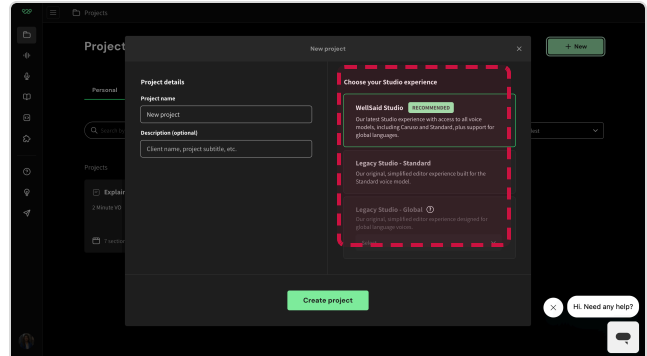
'Current / Future BETA' version dropdown has been restructured

Tutorial: Create Clips · <https://www.youtube.com/watch?v=8S9M01NwEpw>



ARTICLE SCREENSHOT

'Current' version dropdown in Create a new project modal



LIVE UI

right-side 'Choose your Studio experience' panel in the New project modal containing the three radio cards (WellSaid Stu

SUGGESTED FIX

The narrator says 'select the current version of Studio' but the Current/Future BETA dropdown was replaced by three radio cards under 'Choose your Studio experience' — 'WellSaid Studio (recommended)', 'Legacy Studio - Standard', 'Legacy Studio - Global'. The 'current' option was demoted to 'Legacy Studio - Standard' (which is what this tutorial actually demonstrates). A viewer following along will not find a 'current version' selector.

WHAT CHANGED

Current-app capture: 'New project' modal shows three radio cards -- 'WellSaid Studio' (RECOMMENDED), 'Legacy Studio - Standard', 'Legacy Studio - Global' (with additional language dropdown).

A recreation plan for this video is available in Drift Monitor.

VIDEO <https://www.youtube.com/watch?v=8S9M01NwEpw> at 0:11

SOURCE <https://studio.wellsaidlabs.com/dashboard/studio/> **FIRST SEEN** 2026-05-10 — also in 21 prior scans

Model confidence: 0.95

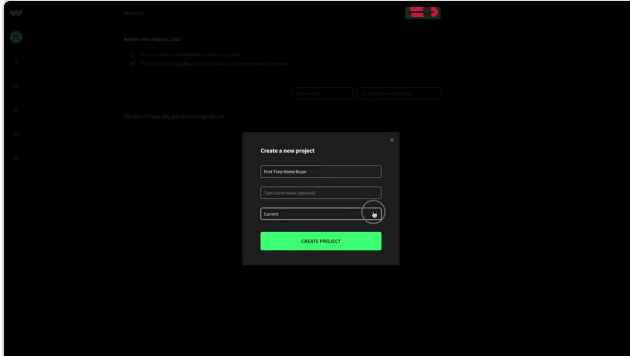
DR-0065

Warning

Video

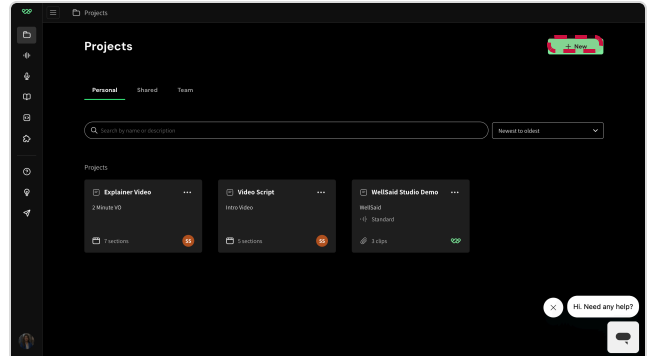
'NEW PROJECT' button renamed to '+ New' + chooser menu

Tutorial: Create Clips · <https://www.youtube.com/watch?v=8S9M01NwEpw>



ARTICLE SCREENSHOT

'NEW PROJECT' button in top-right of Projects page



LIVE UI

top-right green '+ New' button on the Projects home, replacing the old 'NEW PROJECT' button

SUGGESTED FIX

The button is now labeled '+ New' and clicking it opens a chooser menu with three items (Project / Folder / Workspace) before opening the modal. New users watching the tutorial will look for 'NEW PROJECT' and not find it.

WHAT CHANGED

Current-app capture of the projects home shows '+ New' button in the top-right; a second capture shows the popover menu with Project/Folder/Workspace options.

A recreation plan for this video is available in Drift Monitor.

VIDEO <https://www.youtube.com/watch?v=8S9M01NwEpw> at 0:07

SOURCE <https://studio.wellsaidlabs.com/dashboard/projects/personal>

FIRST SEEN 2026-05-10 — also in 21 prior scans

Model confidence: 0.9

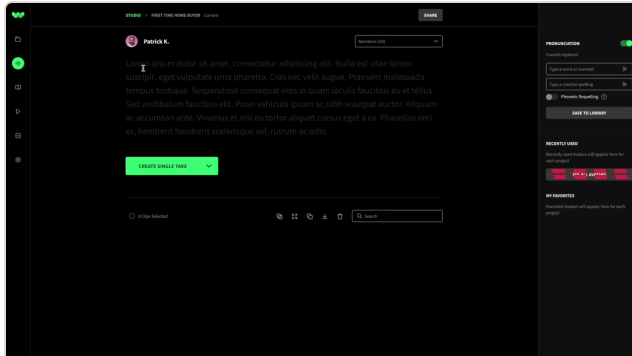
DR-0067

Warning

Video

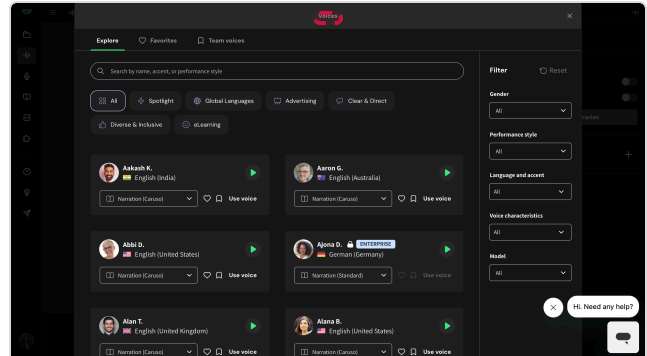
'SEE ALL AVATARS' button -- current UI says 'see all voices'

Tutorial: Create Clips · <https://www.youtube.com/watch?v=8S9M01NwEpw>



ARTICLE SCREENSHOT

'SEE ALL AVATARS' button in the right rail



LIVE UI

modal title 'Voices' centered at the top header bar — demonstrates the Avatars→Voices terminology shift the finding cal

SUGGESTED FIX

Current Studio UI labels the link 'see all voices' and the panel copy says 'voices' throughout. 'Avatars' terminology has been fully deprecated.

WHAT CHANGED

Corroborated by existing WellSaid Mode B audit: 'Article says See All Avatars -- live UI says see all voices'. Current-app capture confirms no 'Avatar' terminology anywhere in the voice picker or right rail.

A recreation plan for this video is available in Drift Monitor.

VIDEO <https://www.youtube.com/watch?v=8S9M01NwEpw> at 0:22

SOURCE <https://studio.wellsaidlabs.com/dashboard/studio/> **FIRST SEEN** 2026-05-10 — also in 21 prior scans

Model confidence: 0.98

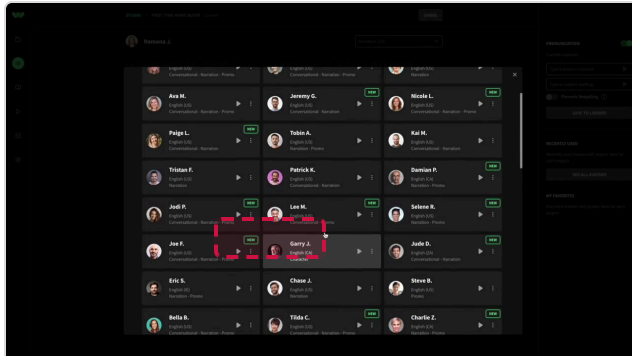
DR-0068

Warning

Video

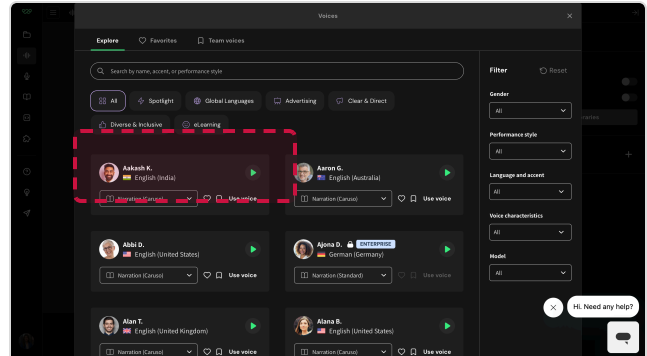
Narration says 'voice avatar' -- product renamed to 'voices'

Tutorial: Create Clips · <https://www.youtube.com/watch?v=8S9M01NwEpw>



ARTICLE SCREENSHOT

Selected/highlighted Garry J. voice card (row 5 col 2 of 4-col grid); representative 'voice card' that the narration cal



LIVE UI

top-left voice card (Aakash K.) — first card in the grid; demonstrates the new 'voice card' construct (flag + model chip)

SUGGESTED FIX

Re-record or caption: 'select the voice from our Voices panel'. WellSaid has deprecated 'avatar' terminology throughout Studio -- individual items are now 'voice cards', not 'avatars'.

WHAT CHANGED

Mode B audit (2026-04) and current-app capture both confirm Studio no longer uses 'avatar' anywhere in visible UI. A fossil remains in the voice-variant combobox's aria-label ('Select avatar variant') but that is an accessibility-only drift -- sighted users never see 'avatar'.

A recreation plan for this video is available in Drift Monitor.

VIDEO <https://www.youtube.com/watch?v=8S9M01NwEpw> at 0:17

SOURCE <https://studio.wellsaidlabs.com/dashboard/studio/> **FIRST SEEN** 2026-05-10 — also in 21 prior scans

Model confidence: 0.98

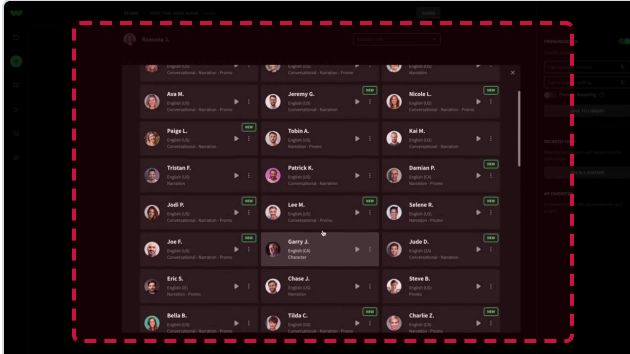
DR-0069

Warning

Video

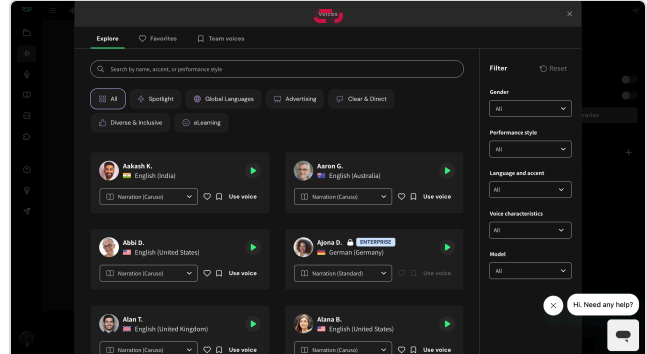
Narration says 'voice library' -- panel renamed to 'Voices'

Tutorial: Create Clips · <https://www.youtube.com/watch?v=8S9M01NwEpw>



ARTICLE SCREENSHOT

Entire modal panel (formerly 'voice library', now titled 'Voices'); bbox wraps the dialog from top header down through t



LIVE UI

modal title 'Voices' at top — the panel formerly referred to as the 'voice library' is now titled Voices

SUGGESTED FIX

Re-record or caption: '...from our Voices panel...'. The voice selector dialog is now titled 'Voices' (confirmed in current-app capture).

WHAT CHANGED

Corroborated by existing WellSaid drift: 'Article says Voice Library -- dialog is now titled Voices'.

A recreation plan for this video is available in Drift Monitor.

VIDEO <https://www.youtube.com/watch?v=8S9M01NwEpw> at 0:17

SOURCE <https://studio.wellsaidlabs.com/dashboard/studio/> **FIRST SEEN** 2026-05-10 — also in 21 prior scans

Model confidence: 0.95

DR-0075

Warning

Text

WellSaid News

Sonny G. retirement notice is still written as a future event, but the May 20, 2026 retirement date has already passed

Retiring Sonny G. from the WellSaid Voice Library · help.wellsaid.io/.../51806828542099-Retiring-Sonny-G-from-the-WellSaid-Voice-Library.

Help Center > New > WellSaid News

Retiring Sonny G. from the WellSaid Voice Library

Article overview

On May 20, 2026, Sonny G.'s voice will be retired from the WellSaid Voice Library. Find out what's affected and discover similar voices available on your plan.

At WellSaid, every voice in our library is created in partnership with a real voice actor. To support their ongoing rights and maintain the quality of our Voice Library, we occasionally need to remove a voice when licensing terms change.

What's changing

On May 20, 2026, Sonny G.'s voice will no longer be available to generate new audio or edit existing audio. Previously generated audio will still be accessible and available to download after May 20.

If you have a project that depends on Sonny G. and need help figuring out the transition.

HELP ARTICLE

CURRENT

On May 20, 2026, Sonny G.'s voice will be retired from the WellSaid Voice Library.

SUGGESTED FIX

The stated date has already passed. is already retired. The article still frames the change in future tense ('will be retired', 'will no longer be available'), which reads to a customer as though the voice is still available and the change hasn't happened yet. Rewrite in present/as-of framing (e.g. 'As of May 20, 2026, Sonny G.'s voice is no longer available to generate or edit audio; previously generated audio remains available to download.').

WHAT CHANGED

Article 51806828542099 (last updated 2026-06-29, unchanged in word count from the prior crawl) still reads 'On May 20, 2026, Sonny G.'s voice will be retired from the WellSaid Voice Library' and 'On May 20, 2026, Sonny G.'s voice will no longer be available to generate new audio or edit existing audio.' The stated date has already passed. This is the same future-tense-past-date staleness pattern already flagged on the Legacy-migration preview article (51253958068755), but on a different page, and it is not present in the carried-forward finding set for this scan.

ARTICLE help.wellsaid.io/.../51806828542099-Retiring-Sonny-G-from-the-WellSaid-Voice-Library

FIRST SEEN 2026-05-25 — also in 10 prior scans Model confidence: 0.9

DR-0076 Warning Text WellSaid News

Tobin A. plan-restriction notice is still written as a future change, but the May 20, 2026 date has already passed

Accessing Tobin A. · help.wellsaid.io/.../47141067116947-Accessing-Tobin-A

Studio for Teams

Account Management

Connect to Tools

Support

Articles in this section

Release Notes

Understanding June 2026 Pricing and Plan Changes

Retiring Sonny G. from the WellSaid Voice Library

Migrating Your Legacy Projects to WellSaid Studio

Legacy Studio Migration FAQs

Migrating Legacy Projects

Enterprise plans. Learn what changes for your plan and how to keep your projects moving.

At WellSaid, every voice in our library is created in partnership with a real voice actor. To support their ongoing rights and maintain the quality of our Voice Library, we occasionally need to adjust a voice's availability across plans. These changes don't happen often, but they're necessary to keep our library consistent with licensing agreements.

What's changing

Starting May 20, 2026, Tobin A. will only be available on managed Business and Enterprise plans.

If you're on a self-service Business plan, here's what changes on May 20:

You can download content you've already made with Tobin A., anytime.

New audio can't be generated and existing audio can't be edited with Tobin A.'s voice.

To keep access to Tobin A., upgrade to a managed Business or Enterprise plan. Contact your Voice Team or WellSaid support for help.

Similar voices on your plan

HELP ARTICLE

CURRENT

Starting May 20, 2026, Tobin A. will only be available on managed Business and Enterprise plans.

SUGGESTED FIX

The stated date has already passed. The article still uses future tense ('Starting May 20, 2026... will only be available', 'here's what changes on May 20'), which reads as though self-service Business users still have access and the change is upcoming. Rewrite in present/as-of framing (e.g. 'As of May 20, 2026, Tobin A. is available only on managed Business and Enterprise plans.').

WHAT CHANGED

Article 47141067116947 (last updated 2026-06-29, unchanged in word count from the prior crawl) still reads 'Starting May 20, 2026, Tobin A. will only be available on managed Business and Enterprise plans' and 'If you're on a self-service Business plan, here's what changes on May 20'. The stated date has already passed. Same future-tense-past-date staleness pattern as the Sonny G. retirement notice and the Legacy-migration preview article; not present in the carried-forward finding set for this scan.

ARTICLE help.wellsaid.io/.../47141067116947-Accessing-Tobin-A **FIRST SEEN** 2026-05-25 — also in 10 prior scans

Model confidence: 0.9

DR-0080

Warning

Text

WellSaid News

Legacy-migration preview article still uses future tense for the June 1, 2026 migration that has already gone live, and promises a guide "in June" that is already published

Migrating Legacy Projects to WellSaid Studio · help.wellsaid.io/.../51253958068755-Migrating-Legacy-Projects-to-WellSaid-Studio

Help Center > New > WellSaid News

• New

Using Studio

Studio for Teams

Account Management

Connect to Tools

Support

Articles in this section

▶ Release Notes

Migrating Legacy Projects to WellSaid Studio

Article overview

Over the next few months, we'll be retiring our legacy projects. Starting June 1, 2026, you'll be able to migrate legacy projects into WellSaid Studio — one at a time, at your own pace. This article covers what's changing, what to expect, and what you can do to prepare.

What's changing

WellSaid Studio is our current Studio experience, and it's available to all customers today. It includes access to our Standard and Caruso voice models, along with everything else you would expect from Studio.

Some accounts also have legacy projects — projects created in our previous Studio UI before WellSaid Studio existed, including older Standard, Global, Beta, and Caruso project types. These will be retired over the coming months.

HELP ARTICLE

CURRENT

Starting June 1, 2026, you'll be able to migrate legacy projects into WellSaid Studio — one at a time, at your own pace.

SUGGESTED FIX

The stated date has already passed. This older preview article (created 2026-04-29) should be rewritten in present/as-of framing (e.g. 'You can now migrate your legacy projects into WellSaid Studio — one at a time, at your own pace.') and the line 'We'll be sharing a complete migration guide in June.' should be replaced with a link to the now-published guide. Consider whether this preview article is still needed at all now that the full guide and FAQs exist, or redirect it.

WHAT CHANGED

Article 51253958068755 (last updated 2026-06-05) still reads 'Starting June 1, 2026, you'll be able to migrate legacy projects', 'Migration is not automatic. Starting in June, you'll be able to migrate projects one at a time', and 'We'll be sharing a complete migration guide in June.' The stated date has already passed. Migration is already live: the companion guide 51751205121299 (published 2026-05-15) uses present tense ('you can migrate your legacy projects') and the dated timeline table lists 'June 1, 2026 — Migration opens.' Readers are told migration is a future capability and that a complete guide is still forthcoming, when both already exist. Same future-tense staleness pattern as the carried-forward May 20 findings (Sonny G. / Tobin A.) but on a different page and date, so not a duplicate of any carry-forward.

ARTICLE help.wellsaid.io/.../51253958068755-Migrating-Legacy-Projects-to-WellSaid-Studio

SOURCE help.wellsaid.io/.../51751205121299-Migrating-Your-Legacy-Projects-to-WellSaid-Studio

FIRST SEEN 2026-06-07 — also in 17 prior scans Model confidence: 0.9

DR-0082

Warning

Text

Marketing Site

Security page commits to WCAG 2.1 accessibility compliance "by 2025" — a deadline that has already passed

Most Secure Text to Speech AI Voice Generator | WellSaid · <https://www.wellsaid.io/features/features-security>.

The screenshot shows a security page for WellSaid. On the left is a large blue vertical bar. To its right is a white box containing several sections: 'We have a comprehensive content moderation platform...', 'Regulation & compliance', 'Patented, closed AI model', 'U.S. hosted, secure data', and 'Accessibility'. The 'Accessibility' section is highlighted with a red dashed border and contains the text: 'We are committed to meet WCAG 2.1 and other national standards, working towards compliance in these areas by 2025.' Below this is a link 'Read our White Paper'. To the right of the white box is a blue vertical bar. At the bottom of the white box is a section titled 'Tailored for global teams'. To the right of the white box is a blue vertical bar. At the bottom of the white box is a section titled 'Enterprise security'. Below the white box is a white bar with the text 'HELP ARTICLE'.

HELP ARTICLE

CURRENT

We are committed to meet WCAG 2.1 and other national standards, working towards compliance in these areas by 2025.

SUGGESTED FIX

The stated date has already passed. Either update the date to the current/next target year, restate as completed ('As of 2025, we meet WCAG 2.1...'), or remove the forward-looking deadline. A prospect or procurement/legal reviewer reading an overdue compliance commitment on the security page may read it as an unmet obligation.

WHAT CHANGED

This page (<https://www.wellsaid.io/features/features-security>; the prior [/features/security](#) page was removed). Its Accessibility section reads 'We are committed to meet WCAG 2.1 and other national standards, working towards compliance in these areas by 2025.' The stated date has already passed. The rest of the section is forward-looking ('working towards'), so the page implies the WCAG 2.1 goal is still in progress past its own deadline. Not present in the carried-forward finding set.

ARTICLE <https://www.wellsaid.io/features/features-security> **FIRST SEEN** 2026-06-21 — also in 15 prior scans

Model confidence: 0.9

DR-0086

Warning

Text

API

API free-trial length is stated two different ways: the Help Center says 14 days, the product website says 7 days

Requesting an API Key for WellSaid · help.wellsaid.io/.../39155609824275-Requesting-an-API-Key-for-WellSaid

Account Management

Connect to Tools

Support

Articles in this section

Requesting an API Key for WellSaid

Viewing API Character Usage

1. Sign up for a free account or log in to your WellSaid account.
2. From the left navigation menu, locate and click on **API**.
3. Within the WellSaid API section, select **Request API Key**.
4. Complete the provided form with a short description of how you plan to use our API in your product.
5. Click **Submit Request**.
6. Your API key will generate and appear in the **API Plan** section. Copy your new API key!

What to Expect Next

- Enjoy a 14-day trial period to explore and test our API capabilities.
- The trial includes up to 50 calls and access to all our voice avatars.
- Our dedicated team will collaborate with you during the trial to guide you through the next steps and build the right plan for your business.
- Want to learn more? [Contact us](#) today.

Explore our API

- Explore our [API documentation](#) for a deeper understanding of our API capabilities.
- Test out features using our open playground.

And that's it! Following these steps will set you on the path to obtaining your API key and unleashing the full potential of WellSaid in your application. If you have any issues or

HELP ARTICLE

CURRENT

Enjoy a 14-day trial period to explore and test our API capabilities.

SUGGESTED FIX

Confirm the correct trial length and align both pages. The 7-day figure matches the Studio free-trial length, so verify which one is current — then update this article or the API landing page (<https://www.wellsaid.io/text-to-speech-api>) to match.

WHAT CHANGED

This Help Center article (updated June 29) says 'Enjoy a 14-day trial period to explore and test our API capabilities.' The public API page at [wellsaid.io/text-to-speech-api](https://www.wellsaid.io/text-to-speech-api) says 'Signing up for an API trial is free and easy. You'll have 7 days to try out all of our features.' Both describe the same API trial, so a developer comparing the two can't tell whether it's 7 or 14 days.

ARTICLE help.wellsaid.io/.../39155609824275-Requesting-an-API-Key-for-WellSaid

SOURCE <https://www.wellsaid.io/text-to-speech-api> **FIRST SEEN** 2026-07-04 — also in 13 prior scans

Model confidence: 0.75

DR-0087

Warning

Text

Marketing Site

The number of available voices is stated two different ways on the same homepage: 120+ in two places, 280+ in another

Most Realistic AI Voice Generator | WellSaid · <https://www.wellsaid.io/>

CURRENT

Browse 280+ realistic voices and preview them in your script.

SUGGESTED FIX

Pick one voice-count figure and use it consistently. The homepage says both '120+' (twice) and '280+' (once); the industry pages (financial-services, healthcare) also use '280+'. Confirm the correct current count and align every marketing page to the same number. The Help Center's List of WellSaid Voices currently names 205 voices, so neither figure matches the published list either.

WHAT CHANGED

The homepage was substantially rebuilt this week (915 to 1,537 words) and still contradicts itself on the voice count. It says "Choose from 120+ natural-sounding AI voices" and "Pick from 120+ natural styles", while the "PICK A VOICE" section says "Browse 280+ realistic voices and preview them in your script." Neither number is qualified as a subset, so a visitor can't tell whether there are 120 or 280 voices, and the Help Center's List of WellSaid Voices names 205. The same "280+" boilerplate also appears on /industries/financial-services-voice-ai and /industries/voice-ai-healthcare, so the inconsistency is site-wide.

ARTICLE <https://www.wellsaid.io/>

FIRST SEEN 2026-07-12 — also in 2 prior scans

Model confidence: 0.75

DR-0088

Warning

Text

Support

Support article promises chat replies 'within 1 hour', but the pricing page says Business chat is a 4-hour SLA (only Enterprise/Priority is 1 hour)

Finding WellSaid Support Options · help.wellsaid.io/.../39078756560915-Finding-WellSaid-Support-Options

The WellSaid Help Center is a self-serve knowledge base with guides, how-tos, and answers to commonly asked questions — available anytime, no login required.

Onboarding support

Business and Enterprise accounts may include an onboarding kickoff call to help your team get started with WellSaid Studio best practices.

Response and resolution times

Chat: Within 1 hour during open hours.

Email: Usually within 1 business day.

If an issue can't be resolved during a chat or email conversation, your support agent will keep you updated on expected resolution times.

Still need help? Email us at support@wellsaidlabs.com or use the **chat icon** in WellSaid Studio during open hours.

FAQs

Q: Is live chat available on all plans?

A: No. Live chat is available for Business and Enterprise customers only. All customers can reach Support via email.

HELP ARTICLE

CURRENT

Chat: Within 1 hour during open hours.

SUGGESTED FIX

Align the chat response time between the Help Center and the pricing page. The pricing page distinguishes Business 'Live Chat (4 hour SLA during business hours)' from Enterprise 'Priority Chat (1 hour SLA during business hours)', but this support article gives a single blanket 'within 1 hour' for all chat customers. Either scope the 1-hour figure to Priority/Enterprise chat or update the pricing SLA to match.

WHAT CHANGED

This Help Center article (updated 2026-07-06, changed this week) lists chat as available for Business and Enterprise customers and, under 'Response and resolution times', states 'Chat: Within 1 hour during open hours.' The pricing page (<https://www.wellsaid.io/ai-voice-pricing>) instead promises Business 'Email (1 business day SLA) and Live Chat (4 hour SLA during business hours)' and reserves the 1-hour figure for Enterprise: 'Priority Chat (1 hour SLA during business hours)'. A self-service Business customer reading the support article expects a 1-hour chat reply that the pricing SLA doesn't guarantee. Not present in the carried-forward finding set.

ARTICLE [help.wellsaid.io/.../39078756560915-Finding-WellSaid-Support-Options](https://www.wellsaid.io/.../39078756560915-Finding-WellSaid-Support-Options)

SOURCE <https://www.wellsaid.io/ai-voice-pricing> **FIRST SEEN** 2026-07-12 — also in 12 prior scans Model confidence: 0.72

DR-0089

Warning

Text

Marketing Site

The number of supported languages is stated three different ways: 30+ on the marketing page, 17 on the corporate-communications page, and 18 in the marketing page's own language list

AI Voice Generator & Text to Speech for Marketing | WellSaid · <https://www.wellsaid.io/industries/voice-ai-marketing>



CURRENT

support for 30+ languages and 120+ studio-quality voices

SUGGESTED FIX

Pick one supported-language figure and use it everywhere. The marketing page promises 30+ languages, but the table further down that same page lists 18 languages (Arabic, Cantonese, Czech, Danish, Dutch, English, French, German, Italian, Japanese, Korean, Mandarin, Persian, Polish, Portuguese, Spanish, Swedish, Turkish), and the corporate-communications page says 17. Confirm the current count and align all three, or say plainly what is being counted — languages only, or languages plus regional accents.

WHAT CHANGED

The marketing page (changed this week) says 'support for 30+ languages and 120+ studio-quality voices'. Its own 'Supported languages & accents' table lists only 18 languages. The corporate-communications page says 'Deliver the same message clearly across 17 languages and 280+ AI voices'. Two other pages (corporate-training, social-media-content) say '50+ languages & accents', which counts accents too and so isn't directly comparable. A buyer checking whether their language is covered gets 17, 18, or 30+ depending on which page they land on.

NOTE (R2): the '120+ ... voices' half of this same sentence is a new instance of the existing carry-forward finding 'homepage-voice-count-120-vs-280-inconsistency' — it is deliberately NOT re-flagged here, but that carry-forward should be extended to also cite <https://www.wellsaid.io/industries/voice-ai-marketing> and <https://www.wellsaid.io/solutions/advertising>.

ARTICLE <https://www.wellsaid.io/industries/voice-ai-marketing> **SOURCE** www.wellsaid.io/.../corporate-communications

FIRST SEEN 2026-07-19 — also in 9 prior scans Model confidence: 0.78

DR-0090

Warning

Text

Replacements

The rewritten Respellings article still sends readers to a "Pronunciation Library" while using the newer Replacements wording in the same steps

Using Respellings · help.wellsaid.io/.../39188339794451-Using-Respellings

• Using Studio

Studio for Teams

Account Management

Connect to Tools

Support

Articles in this section

- ▶ Smart Suggestions for Respellings
- ▶ Using Respellings
- ▶ Respellings Reference Charts
- ▶ Guide to Replacements
- ▶ Applying Respelling Suggestions

Fix a mispronounced word by spelling out exactly how it should sound.

A Respelling is a phonetic spelling that controls how a voice pronounces a word, without changing the written text. Use it for names, brand terms, and other words a voice gets wrong.

Before you get started

- Respellings are created inside the **Replacements panel**, using the **Phonetic Respelling** toggle.
- Respelling only supports English.
- Saved respellings go to your **Pronunciation Library**. You have a personal library; teams also share a **Team Library**.

Check suggestions before building your own

Before writing a custom respelling, check for a suggestion — it's faster and often all you need.

1. **Highlight** or double-click the word in the script.
2. Check the **Smart Toolbar** for a pronunciation suggestion.

HELP ARTICLE

CURRENT

Saved respellings go to your Pronunciation Library.

SUGGESTED FIX

Use one name for this area throughout the article. The rest of the article already uses the current wording — "Replacements panel", "+ New replacement", "Replacement field" — so the three remaining "Pronunciation Library" references should be updated to match what a reader sees in the left menu. The companion Guide to Replacements shows the label plainly: "Open Libraries in the left navigation." Paste-ready: "Saved respellings go to your Libraries. You have a personal library; teams also share a Team Library."

WHAT CHANGED

This article was rewritten again this week (1,167 to 584 words, updated 2026-07-28) and still mixes the two names. It says "Respellings are created inside the Replacements panel" and "Click on + New replacement in the Smart Toolbar", then "Saved respellings go to your Pronunciation Library", "Save the entry to your Pronunciation Library" and "re-save it in the Pronunciation Library". The Guide to Replacements, updated the same week, tells readers to "Open Libraries in the left navigation" — so two freshly-updated articles name the same place differently. A reader following these steps looks for a "Pronunciation Library" that isn't labelled that way in the product.

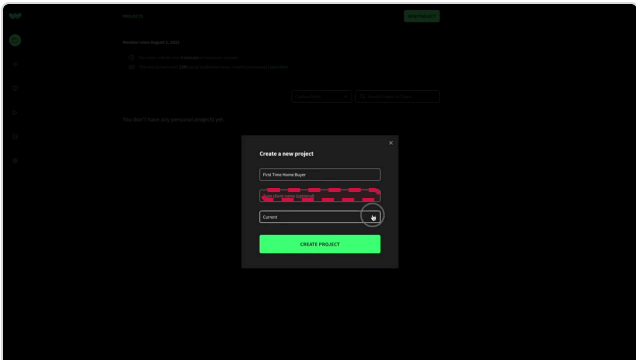
ARTICLE help.wellsaid.io/.../39188339794451-Using-Respellings
SOURCE help.wellsaid.io/.../39187426777363-Guide-to-Replacements **FIRST SEEN** 2026-07-19 — also in 8 prior scans
Model confidence: 0.75

DR-0070

Info Video

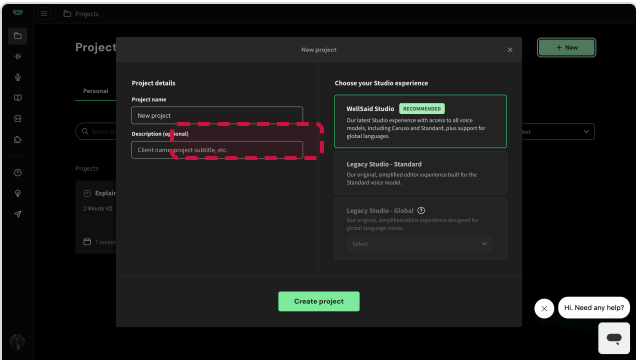
Narration says 'enter a client name' -- field renamed to 'Description'

Tutorial: Create Clips · <https://www.youtube.com/watch?v=8S9M01NwEpw>



ARTICLE SCREENSHOT

'Type client name (optional)' field in Create a new project modal



LIVE UI

'Description (optional)' label + input with placeholder 'Client name, project subtitle, etc.' — second form field in the

SUGGESTED FIX

The field is now labelled 'Description (optional)' and the placeholder reads 'Client name, project subtitle, etc.' -- 'client name' is now just one example of what to enter, not the field's purpose. Re-record or caption accordingly.

WHAT CHANGED

Current-app capture of the New project modal.

A recreation plan for this video is available in Drift Monitor.

VIDEO <https://www.youtube.com/watch?v=8S9M01NwEpw> at 0:09

SOURCE <https://studio.wellsaidlabs.com/dashboard/studio/> **FIRST SEEN** 2026-05-10 — also in 18 prior scans

Model confidence: 0.85

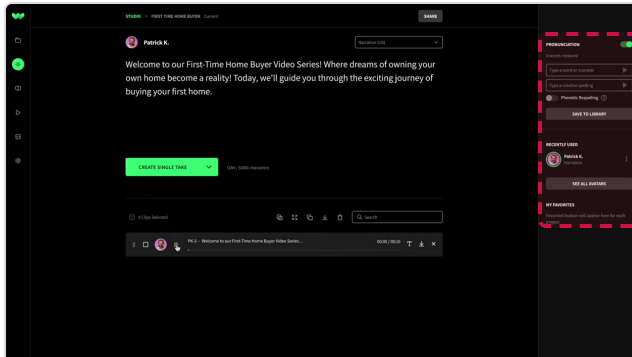
DR-0071

Info

Video

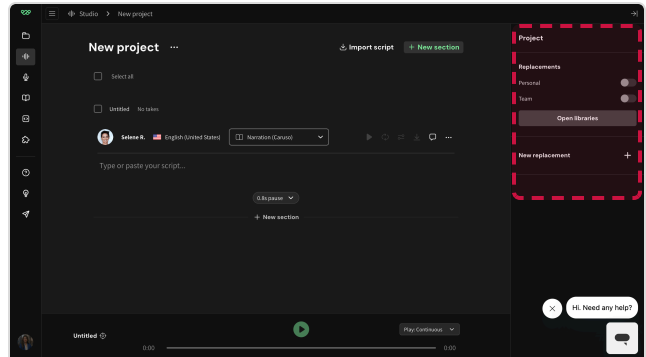
Right rail: 'PRONUNCIATION' section replaced by 'Replacements'

Tutorial: Create Clips · <https://www.youtube.com/watch?v=8S9M01NwEpw>



ARTICLE SCREENSHOT

Right rail with PRONUNCIATION, RECENTLY USED, SEE ALL AVATARS, MY FAVORITES



LIVE UI

right-hand rail showing 'Project' header, 'Replacements' section with Personal/Team toggles, 'Open libraries' button and

SUGGESTED FIX

The right rail no longer contains the voice picker or the phonetic pronunciation form. The current rail is titled 'Project > Replacements' with Personal/Team toggles, an 'Open libraries' button, and a 'New replacement' affordance. The pronunciation concept evolved into the broader Replacements + Libraries feature.

WHAT CHANGED

Current-app capture of the editor right rail.

A recreation plan for this video is available in Drift Monitor.

VIDEO <https://www.youtube.com/watch?v=8S9M01NwEpw> at 0:42

SOURCE <https://studio.wellsaidlabs.com/dashboard/studio/> **FIRST SEEN** 2026-05-10 — also in 21 prior scans

Model confidence: 0.85

DR-0091

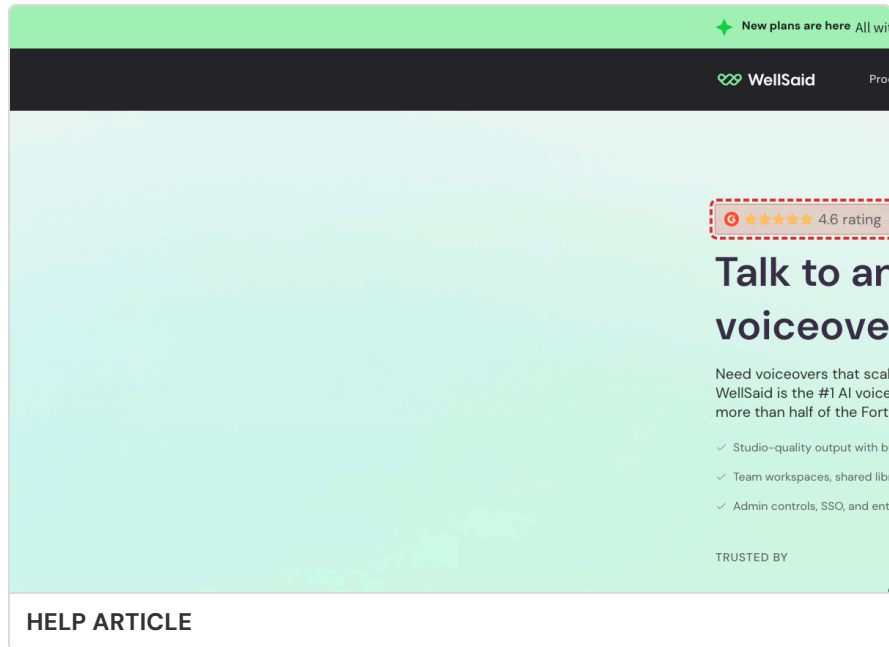
Info

Text

Marketing Site

Contact Sales page shows a 4.6 G2 rating while eleven other pages show 4.7

Contact Our AI Voice Generation Sales Team · <https://www.wellsaid.io/contact-sales>



CURRENT

4.6 rating

SUGGESTED FIX

Update the Contact Sales page to the same G2 rating used across the rest of the site (4.7), or refresh every page at once if the score has moved. Right now this page is the only one showing 4.6.

WHAT CHANGED

The Contact Sales page changed again this week — the heading became "Talk to an AI voiceover expert" — but it still opens with "4.6 rating". Eleven other pages, including the homepage, the enterprise page and the use-case pages, show "4.7" alongside "Check our reviews on G2". Since G2 ratings move over time, this most likely means the Contact Sales page was missed when the figure was last refreshed sitewide. Low impact on its own, but it sits on the page prospects use to start a sales conversation.

ARTICLE <https://www.wellsaid.io/contact-sales> **SOURCE** <https://www.wellsaid.io/>

FIRST SEEN 2026-07-19 — also in 4 prior scans **Model confidence:** 0.8

How to read it

WellSaid Drift Monitor compares your published content with your sources of truth on every scan. When they disagree it raises an alert with the evidence, where it appears and a suggested fix. Severity reflects how likely the gap is to mislead a learner or customer: critical first, then warning, then info.

Findings are advisory. Please verify content before making changes.

Questions about this report: support@wellsaidlabs.com

