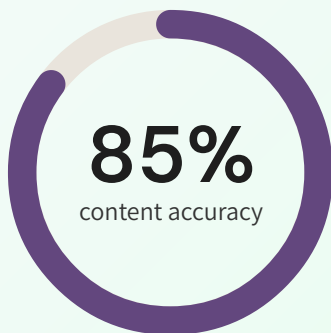


CONTENT DRIFT REPORT

WellSaid Labs

Scan of 2026-08-02 · 147 sources monitored · 25 active alerts



ACTIVE ALERTS

25

6 new since
2026-07-26

CRITICAL

1

22 warning · 2 info

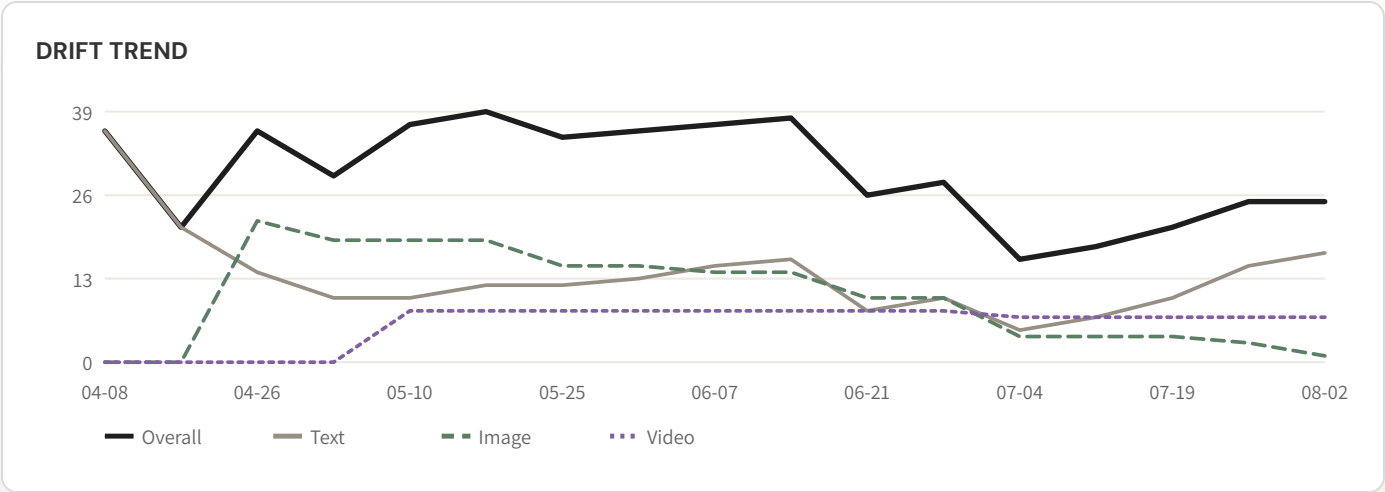
SOURCES CLEAN

125

of 147 scanned

25 drift alerts across 147 sources

1 critical, 22 warning and 2 informational findings, 6 new since 2026-07-26. Each finding below shows where the content disagrees with your source of truth, where it appears and the suggested fix.



NEW SINCE 2026-07-26

DR-0097 The SSO article's OpenID Connect section now lists the SAML settings by mistake — the OIDC values IT needs are gone

DR-0098 The admin onboarding guide still says the heart icon adds a voice to Team Voices — it's now the bookmark icon, and the heart saves to personal Favorites instead

DR-0099 The retakes article still counts downloads one-by-one, but plans are now measured in minutes — a 3-minute take uses 3 minutes, not 1 download

DR-0100 The Emotional Presets FAQ answers a different question than the one it asks — and reverses last week's answer without saying so

and 2 more

BY SEVERITY	
Critical	1
Warning	22
Info	2

BY TYPE	
Text	17
Video	7
Image	1

BY SECTION	
WellSaid News	5
Team Management and Setup	2
Getting Started	2
Replacements	2
FAQs	1
Voice Cues and Pauses	1
5 more	5

DR-0097

Critical

Text

New

Team Management and Setup

The SSO article's OpenID Connect section now lists the SAML settings by mistake — the OIDC values IT needs are gone

Single Sign-On Documentation · help.wellsaid.io/.../39177011880979-Single-Sign-On-Documentation

Entity ID	urn:auth0:wellsaidlabs:XXX-saml
ACS URL	https://auth.wellsaidlabs.com/login/callback?connection=XXX-saml
SP initiated	true
SP certificate	https://auth.wellsaidlabs.com/pem
Attributes	firstname, lastname, email — must be included in the SAML response

XXX is replaced with the values assigned to your team.

Open ID Connect (OIDC)

Values your technical contact provides:

Value	Example
Sign-in URL	https://samlp.example.com/login
Sign-out URL (if enabled)	https://samlp.example.com/logout
X.509 signing certificate	—

Values WellSaid provides:

HELP ARTICLE

CURRENT

Open ID Connect (OIDC)

SUGGESTED FIX

Restore the OpenID Connect values that were on this page last week and were replaced during the July 31 rewrite. Under "Open ID Connect (OIDC)", the values your technical contact provides are Issuer URL, Client ID, and Provider domain (example: wellsaid.io) — not a SAML sign-in URL or an X.509 signing certificate. The values WellSaid provides are Redirect URL: https://auth.wellsaidlabs.com/login/callback, Initiative login URL: https://studio.wellsaidlabs.com/auth/sso?connection=XXX, and Logout URL: https://auth.wellsaidlabs.com/logout — not an Entity ID, ACS URL, SP certificate, or SAML attribute list.

WHAT CHANGED

The "Open ID Connect (OIDC)" section is now a word-for-word copy of the SAML section directly above it: same sign-in URL example (<https://sampl.example.com/login>), same X.509 signing certificate row, same Entity ID (`urn:auth0:wellsaidlabs:XXX-saml`), same ACS URL ending in `-saml`, and the same line "firstname, lastname, email — must be included in the SAML response." An Enterprise IT team setting up OIDC has nothing correct to work from, and every value on the page points them at a SAML connection instead. The four OIDC-specific values (Issuer URL, Client ID, Redirect URL, Initiative login URL) were published on this page as recently as the July 26 scan and disappeared in the July 31 rewrite.

ARTICLE help.wellsaid.io/.../39177011880979-Single-Sign-On-Documentation

FIRST SEEN This scan (2026-08-02) — new alert Model confidence: 0.95

DR-0098

Warning

Text

New

Team Management and Setup

The admin onboarding guide still says the heart icon adds a voice to Team Voices — it's now the bookmark icon, and the heart saves to personal Favorites instead

Getting Started for Team Admins · help.wellsaid.io/.../39177116852243-Getting-Started-for-Team-Admins

5. Click **Invite**, and your team member will receive an invitation email in their inbox.

Articles in this section

- ▶ Insights Dashboard for Enterprise
- ▶ Getting Started for Team Admins
- ▶ Single Sign-On Documentation
- ▶ Adding and Removing a Team Member

Build your list of approved team voices

Ensure every audio output reflects your brand by creating a curated list of approved voices for your team. This feature streamlines the voice selection process for your team across projects, saving time and ensuring a consistent brand experience across all touchpoints.

1. In Studio, navigate to the left menu to open the Voices page.
2. Choose a voice and style you wish to favorite from the Explore or All tabs.
3. Click the **heart icon** on the voice card to add it to Team Voices.
4. Your newly saved favorite voice will now appear in the Team Voices tab on the Voices page.

Create Workspaces for smaller groups

Enterprise customers can further segment team workflow into smaller groups by creating a workspace. Workspaces allow you to invite team members to a shared workspace where only invited members will have access to projects.

1. In Studio, navigate to your **Projects** page.
2. Click **New** and choose **Workspace**.

HELP ARTICLE

CURRENT

Click the heart icon on the voice card to add it to Team Voices.

SUGGESTED FIX

Change this step to "Click the bookmark icon on the voice card to add it to Team Voices," matching Building Your Team Voices List. While you're in this step, also drop "or All tabs" — every rewritten voice article now sends readers to the Explore tab only.

WHAT CHANGED

Two voice articles were rewritten on August 1 to split the two icons apart. Building Your Team Voices List now says "Click the bookmark icon on the voice card to add it to Team Voices," and Favoriting a Voice adds the note "Each voice card also has a bookmark icon next to the heart. That one adds the voice to Team Voices, a shared list for your team — it's separate from your personal Favorites." A new admin following this onboarding guide clicks the heart, and the voice lands in their own Favorites rather than the shared team list they were setting up. This page also still says "Choose a voice and style you wish to favorite from the Explore or All tabs" — the All tab was dropped from both rewritten articles.

APPEARS ON 3 PAGES

help.wellsaid.io/.../39177116852243-Getting-Started-for-Team-Admins

help.wellsaid.io/.../39579059077395-Building-Your-Team-Voices-List 2×

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

ARTICLE help.wellsaid.io/.../39177116852243-Getting-Started-for-Team-Admins

SOURCE help.wellsaid.io/.../39579059077395-Building-Your-Team-Voices-List

FIRST SEEN This scan (2026-08-02) — new alert Model confidence: 0.9

DR-0099

Warning

Text

New

FAQs

The retakes article still counts downloads one-by-one, but plans are now measured in minutes — a 3-minute take uses 3 minutes, not 1 download

How Do Unlimited Retakes Work? · help.wellsaid.io/.../39268444196755-How-Do-Unlimited-Retakes-Work

Support

Articles in this section

- How Do Unlimited Retakes Work?
- Can I Use the Voices for Commercial Use?
- Inside Studio's 5000-Character Limit
- How Does WellSaid Moderate Rendered Content?

What counts toward my download limit?

Once you've downloaded a take, or used the combine feature, each one will count toward your download allotment.

Related to

- downloads
- clips
- credits
- delete clip
- retakes
- unlimited
- unlimited retakes

Was this article helpful?

Yes No

0 out of 0 found this helpful

HELP ARTICLE

CURRENT

Once you've downloaded a take, or used the combine feature, each one will count toward your download allotment.

SUGGESTED FIX

Rewrite this line for minutes-based plans:
"Downloading a take uses that take's length — a 3-minute take uses 3 minutes of your allowance. Combining sections uses the length of the combined file." Point readers to Understanding Your Download Limit (help.wellsaid.io/.../39150407307923-Understanding-Your-Download-Limit) for the legacy download-count plans, and add the "on paid plans" qualifier to "create as many takes as needed" — the Free trial caps generation at 10 minutes per the pricing page.

WHAT CHANGED

Understanding Your Download Limit was rewritten on July 29 and now says "Your allowance is the total number of finished audio minutes, not the number of downloads," with per-download counting described as "Legacy download-count plans" that "are no longer offered." The pricing page prices every current plan in minutes (Starter 20 minutes/month, Pro 180 minutes/month, Business 2,880 minutes/year/user). A Starter customer reading this page would expect a 12-minute narration to cost them one download, when it actually spends more than half their monthly allowance.

ARTICLE help.wellsaid.io/.../39268444196755-How-Do-Unlimited-Retakes-Work

SOURCE help.wellsaid.io/.../39150407307923-Understanding-Your-Download-Limit

FIRST SEEN This scan (2026-08-02) — new alert Model confidence: 0.88

DR-0100

Warning

Text

New

Voice Cues and Pauses

The Emotional Presets FAQ answers a different question than the one it asks — and reverses last week's answer without saying so

Using Emotional Presets · help.wellsaid.io/.../39047202485779-Using-Emotional-Presets

The preset is removed, and the voice returns to its default behavior.

Tip: Applying a preset to several sections at once? See [Applying Bulk Cues to Multiple Sections](#). Want more precise control over loudness, pace, pitch, or pause instead? See [Using Voice Cues](#).

FAQs

Q: Can I apply more than one preset to a section?

A: Yes. You can apply presets across multiple sections.

Related to
voice cues

Was this article helpful?

Yes No

0 out of 0 found this helpful

HELP ARTICLE

CURRENT

A: Yes. You can apply presets across multiple sections.

SUGGESTED FIX

Either restore an answer that addresses the question asked — "No. Only one Emotional Preset can be active per section at a time; applying a new preset replaces the previous one" — or change the question to "Can I apply a preset to more than one section?" so the "Yes" answer fits. Don't leave both mismatched.

WHAT CHANGED

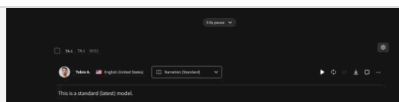
The question is "Can I apply more than one preset to a section?" but the answer talks about applying presets across multiple sections — a different thing. Read literally, it also contradicts the rest of the page: the Removing a preset steps describe a single Reset icon that returns the voice to its default, which only makes sense with one preset per section. Until the July 31 rewrite this FAQ answered "No. Only one Emotional Preset can be active per section at a time. Applying a new preset replaces the previous one."

ARTICLE help.wellsaid.io/.../39047202485779-Using-Emotional-Presets **FIRST SEEN** This scan (2026-08-02) — new alert
Model confidence: 0.85

DR-0101 Warning Text New WellSaid News

The July 30 lock-out date has passed, but both migration articles still describe it as something that might happen

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



What happens if you don't migrate by July 30

If you don't migrate by July 30, your legacy projects become view-only. You can still open them and play back or download existing audio, but you won't be able to edit them or generate new audio.

Migration is still available after July 30 — just click **Get started** in the banner to convert at any time. WellSaid automatically migrates any remaining legacy projects at the end of 2026.

FAQs

Q: Can I migrate a project if I'm not the original creator?

A: Yes, as long as you have full project access. Project owners and workspace admins can migrate any project in the workspace.

HELP ARTICLE

CURRENT

If you don't migrate by July 30, your legacy projects become view-only.

SUGGESTED FIX

Switch both articles to past tense now that the date has passed — for example: "As of July 30, 2026, any legacy project that hadn't been migrated is now view-only. You can still open it, play back, and download existing audio, but you can't edit it or generate new audio until you convert it. Migration is still available — click Get started in the banner on any legacy project." On Legacy Studio Migration FAQs, the same change applies to "Do I have to migrate before July 30?" and "You can keep editing and rendering in legacy projects normally up until July 30."

WHAT CHANGED

Today is August 3 — the July 30 transition happened between last week's scan and this one. Both articles still read as advance notice: this one asks "What happens if you don't migrate by July 30," and Legacy Studio Migration FAQs says "You can keep editing and rendering in legacy projects normally up until July 30" and "If a project does become view-only on July 30." A customer opening a locked project today can't tell from either article whether the lock is expected or a fault. This is the same pattern as the existing finding on the June 1 migration launch article (51253958068755), but a different date on two different pages.

APPEARS ON 2 PAGES

help.wellsaid.io/.../51751205121299-Migrating-Your-Legacy-Projects-to-WellSaid-Studio 3×

help.wellsaid.io/.../51751066263443-Legacy-Studio-Migration-FAQs 5×

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

SOURCE help.wellsaid.io/.../51751066263443-Legacy-Studio-Migration-FAQs **FIRST SEEN** This scan (2026-08-02) — new alert

Model confidence: 0.9

DR-0102

Warning

Text

New

Getting Started

Combining Sections calls 48 kHz "the highest supported sample rate" two lines after explaining what happens to 96 kHz files

Combining Sections · help.wellsaid.io/.../39404298753299-Combining-Sections

A: You can combine up to 32 audio files into a single file.

Q: Are there any restrictions when combining sections with different sample rates?

A: Files rendered at 96 kHz are limited by total file size. If the combined file is too large, you may receive an error message.

Q: What if I combine 96 kHz files with 24 or 48 kHz files?

A: The 96 kHz files will be downsampled in the combined output.

Q: How does Studio determine the final sample rate when combining 24 kHz and 48 kHz files?

A: The combined file uses 48 kHz, the highest supported sample rate.

Related to

[clips](#) | [files](#) | [combine](#) | [splice](#)

Was this article helpful?

[Yes](#) [No](#)

0 out of 0 found this helpful

HELP ARTICLE

CURRENT

A: The combined file uses 48 kHz, the highest supported sample rate.

SUGGESTED FIX

Trim the claim so it only describes the case being asked about: "The combined file uses 48 kHz — the higher of the two rates." WellSaid supports up to 96 kHz on Enterprise, so 48 kHz isn't the ceiling.

WHAT CHANGED

Two FAQs above this one on the same page deal with 96 kHz files: "Files rendered at 96 kHz are limited by total file size" and "The 96 kHz files will be downsampled in the combined output." The pricing page lists Enterprise sample rates as "24 kHz, 48 kHz, 96 kHz." An Enterprise customer reading this FAQ could reasonably conclude 96 kHz isn't offered. This line carried over unchanged when the article was renamed from Using the Combine Tool on August 1.

ARTICLE help.wellsaid.io/.../39404298753299-Combining-Sections **SOURCE** <https://www.wellsaid.io/ai-voice-pricing>

FIRST SEEN This scan (2026-08-02) — new alert Model confidence: 0.8

DR-0048

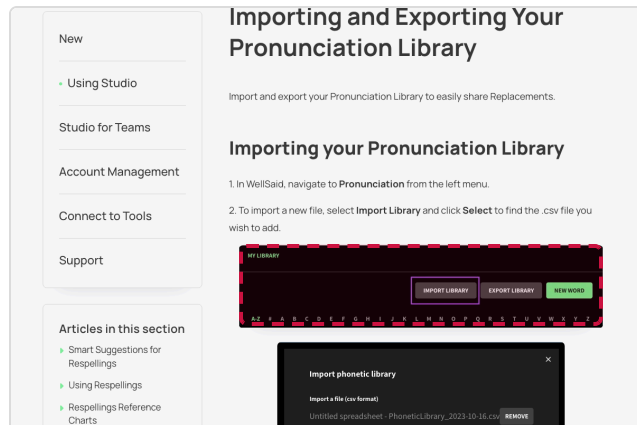
Warning

Image

Replacements

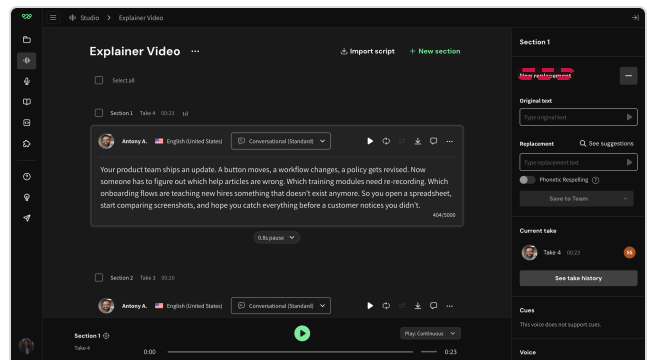
Screenshot shows legacy 'MY LIBRARY' page with green 'NEW WORD' button that no longer exists

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



ARTICLE SCREENSHOT

The embedded dark product screenshot directly beneath step 2 ('To import a new file, select Import Library...') and above



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

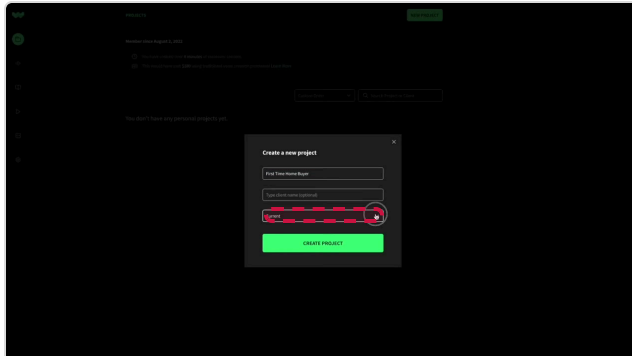
DR-0064

Warning

Video

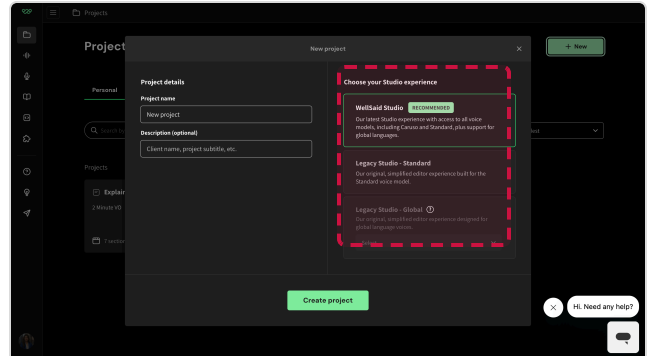
'Current / Future BETA' version dropdown has been restructured

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

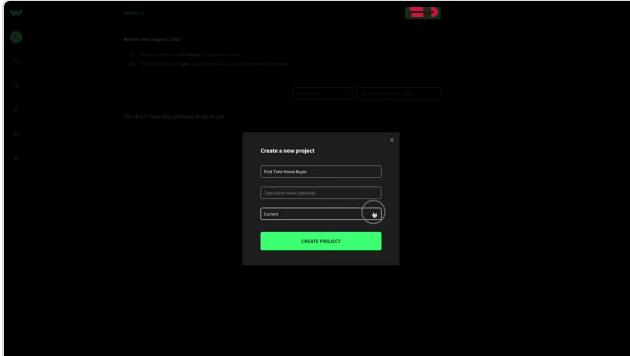
DR-0065

Warning

Video

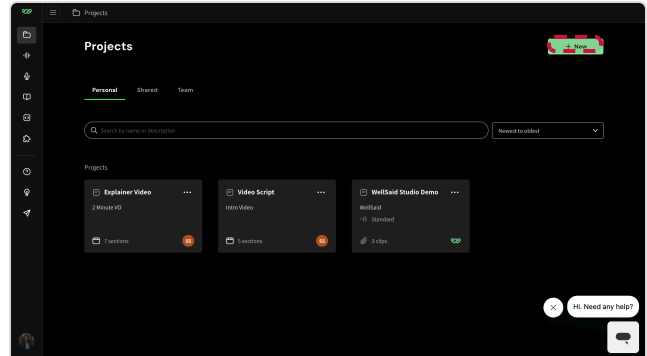
'NEW PROJECT' button renamed to '+ New' + chooser menu

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

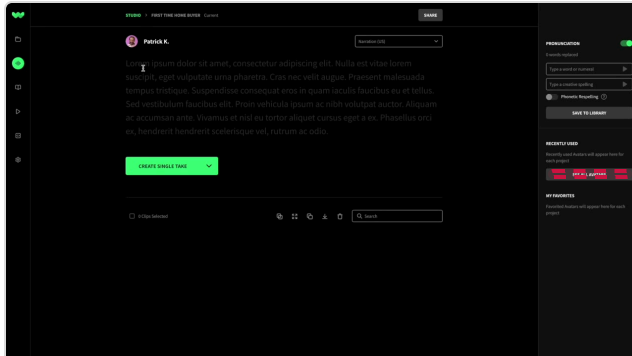
DR-0067

Warning

Video

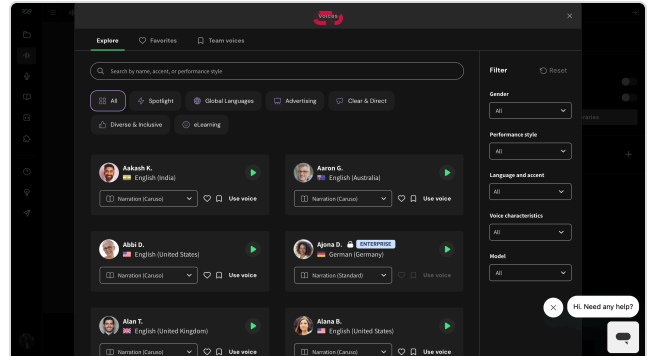
'SEE ALL AVATARS' button -- current UI says 'see all voices'

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

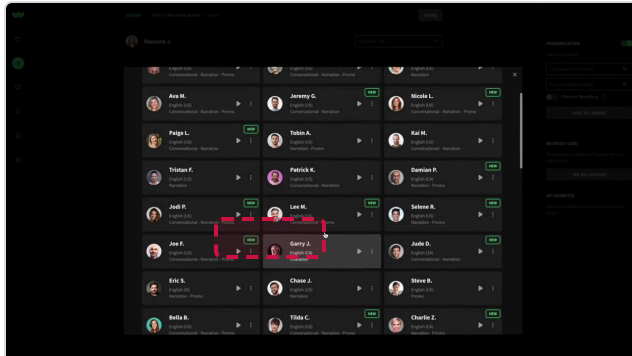
DR-0068

Warning

Video

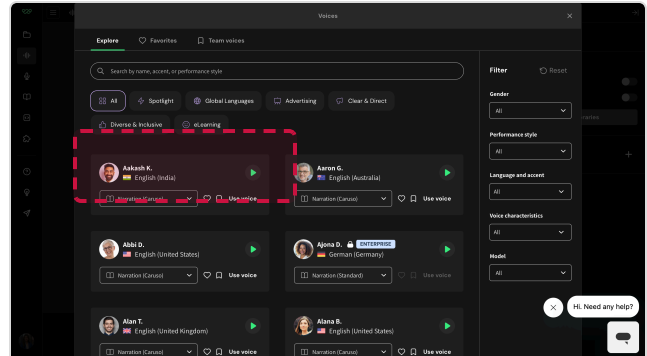
Narration says 'voice avatar' -- product renamed to 'voices'

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

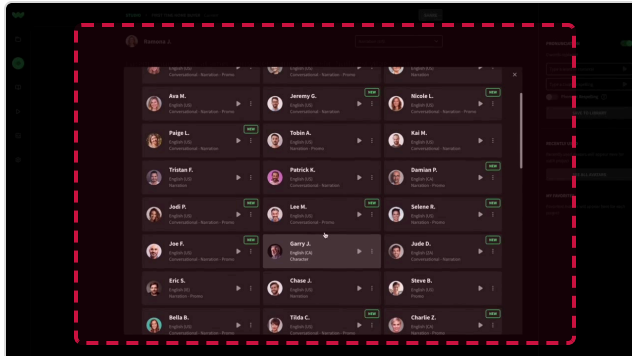
DR-0069

Warning

Video

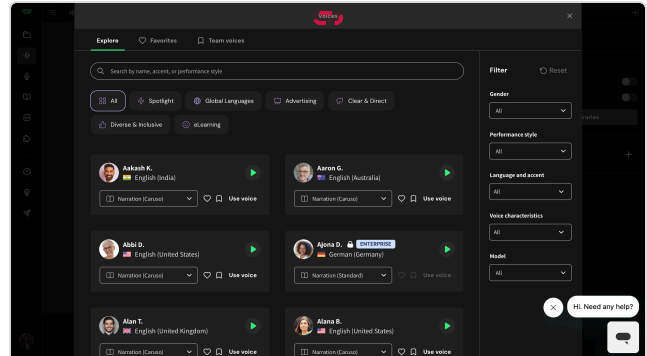
Narration says 'voice library' -- panel renamed to 'Voices'

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

The screenshot shows a help article page for 'Migrating Legacy Projects to WellSaid Studio'. The page has a light green header and a sidebar on the left with navigation links: 'New', 'Using Studio', 'Studio for Teams', 'Account Management', 'Connect to Tools', and 'Support'. Below the sidebar is a section 'Articles in this section' with a link to 'Release Notes'. The main content area has the title 'Migrating Legacy Projects to WellSaid Studio' and an 'Article overview' section. The overview text, which is highlighted with a red dashed border, states: '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.' Below the overview is a section titled 'What's changing' with two paragraphs of text. The first paragraph says: '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.' The second paragraph says: '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 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 blue vertical bar. At the bottom of the white box is a section titled '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 obtaining the full potential of WellSaid in your application. If you have any issues...

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-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-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](https://www.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-0092

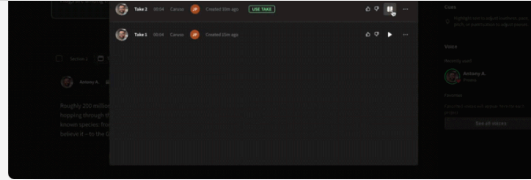
Warning

Text

Getting Started

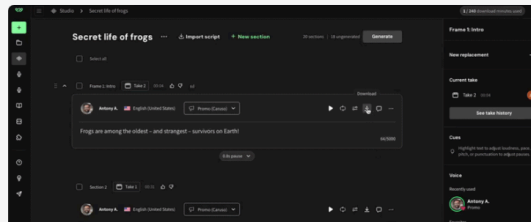
The pricing page dropped WAV and OGG downloads from the Pro plan this week, but the getting-started guide still tells everyone to pick .mp3, .wav, or .ogg

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** 2026-07-26 — also in 10 prior scans Model confidence: 0.82

DR-0093

Warning

Text

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" within 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 2026-07-26 — also in 7 prior scans Model confidence: 0.78

DR-0094

Warning

Text

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 2026-07-26 — also in 10 prior scans Model confidence: 0.85

DR-0095

Warning

Text

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 2026-07-26 — also in 10 prior scans Model confidence: 0.88

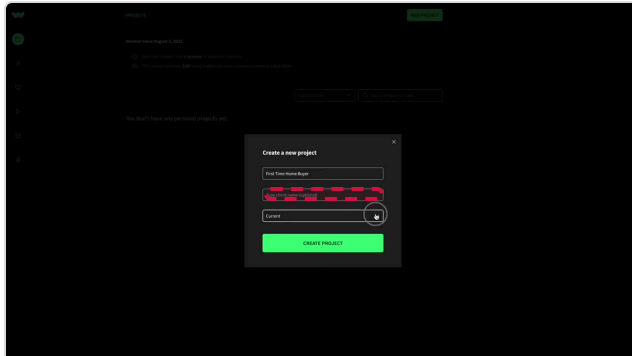
DR-0070

Info

Video

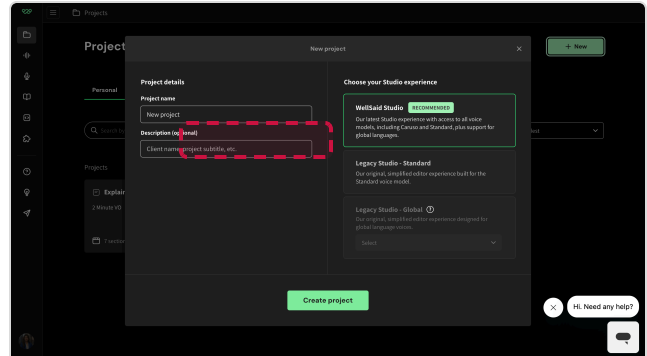
Narration says 'enter a client name' -- field renamed to 'Description'

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

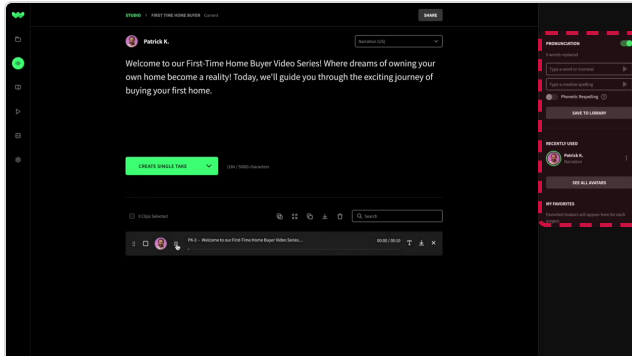
DR-0071

Info

Video

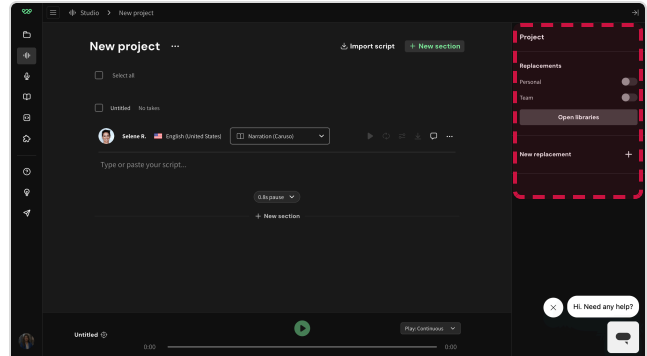
Right rail: 'PRONUNCIATION' section replaced by 'Replacements'

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

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Findings are advisory. Please verify content before making changes.

Questions about this report: support@wellsaidlabs.com

