

Nina™ Web Customer Sampling

Global Customer Sampling



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Nuance leads the market in deployments for high-caliber global customers with the largest number of enterprise-class virtual assistants, and has processed over a billion conversations. Meet a few of our assistants and learn how leading organizations partner with Nuance to provide a superior customer experience on the web.

Nina Web Intelligent Virtual Assistants

Marketing Assistants

Nina Web has helped several clients build brand awareness and increase customer loyalty. Some clients have seen over a 100% increase in customer engagement and a 3% average improvement in site conversions.



Meet Ines – Nespresso

Living in the “Club” section of Nespresso’s portal, Ines is the point of contact between the Nespresso brand and subscribers wishing to open an online account.



Meet Michelin Man – Michelin

The brand’s iconic mascot since 1898, the Michelin Man is the best possible ambassador about Michelin, its history and its businesses.

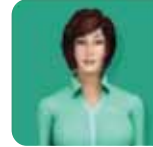
Commerce Assistants

Several retail and technology clients have leveraged Nina Web to improve their Sales. Nina Web has helped drive increased product click-throughs by 90% and increased the average order value between 5% - 15%.



Meet Iris – CCB

French Internet retailer CCB implemented Iris to provide clients around-the-clock assistance throughout the entire purchase process, serving more than 40% of clients.



Meet Lena – Kaspersky Labs

Kaspersky’s Lena has not only delivered a 22% contact deflection rate, but also helps qualify customers for complementary products and services.

Service Assistants

Nina Web has assisted multiple contact centers and service organizations to address their customers’ service needs more effectively while reducing customer churn by 60%, and improving e-deflection by 25%.



Meet Emilie – Numericable

To reduce incoming support calls, French Telecom Numericable implemented Emilie to increase online self-service, and offer a high-quality support experience.

Nina Web has been deployed across many industries including Financial Services, Insurance, Telecommunications, Retail, Healthcare, Utilities, Travel and Hospitality. These Intelligent Virtual Assistants have had a positive impact across all business functions, providing increased engagement with customers, lowered cost of operations, improved brand image and increased sales.

About Nuance Communications, Inc.

Nuance Communications, Inc. (NASDAQ: NUAN) is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance’s proven applications. For more information, please visit www.nuance.com/go/care.

