



# customer care solutions from Nuance



The experience speaks for itself™



## Nuance Complete Care Solutions :: Financial Services



Confronted with slowing industry growth, more regulations, and increased competition, financial institutions are under great pressure to differentiate their products and services. With these challenges comes an opportunity to evolve the customer care strategy to one that provides valuable, differentiated services that allow your customers to get more done with every interaction.

Nuance Complete Care solutions offer a practical approach for increasing the value of every customer contact for you and for your customers. With Complete Care, Nuance integrates inbound IVR interactions with proactive phone, email, or SMS to engage customers with smarter, automated conversations. Whether they called you or you contacted them, Complete Care solutions save customers time by offering logical, relevant self-service options.

For example, if a customer is making a late payment using the inbound IVR, the Complete Care solution suggests a payment reminder for the following billing cycle. The customer could schedule the reminder as an email, a text message, or even a phone call. And with Complete Care, the reminders are integrated with your IVR. So when your customer receives a scheduled reminder call, they could be offered the option to pay by phone right then and there, “. . . Would you like to pay using your checking account on file?” Your callers will love the convenience of smarter reminders and the fast and simple way their reminders are configured- during everyday transactions.

Complete Care solutions from Nuance drive usage of self-service applications, giving you more use from your existing inbound applications, and making customer service effortless!

Achieve an improved customer experience by transforming discrete customer contacts into productive conversational transactions. Integrated inbound and outbound automated communications make each interaction an opportunity to personalize and validate your communication strategy with your customers.

### Nuance Leadership in Financial Services

- Over 200 financial services institutions around the world
- 3 out of 5 US retail banks
- 40% of the top European banks
- 8 out of 10 of the largest US financial services institutions
- Billions of calls automated for financial services customers
- Largest Natural Language speech deployment with top US bank

**Complete Care Solutions for Financial Services**

**360-Degree Payment Management**

- Integrated Inbound & Outbound Payment Application
- Multi-Channel Payment Reminder
- Channel-Preferred Payment Confirmation

**360-Degree Account Balance Management**

- Integrated Inbound & Outbound Account Balance Application
- Multi-Channel account balance triggers and alerts
- Customer Preference Subscription Manager

**360-Degree Fraud Prevention Management**

- Integrated Inbound & Outbound Fraud Application
- Multi-Channel Fraud Prevention Alerts
- Voice Authentication and Verification

**360-Degree Transaction Disputes Management**

- Integrated Inbound & Outbound Transaction Disputes Application
- Multi-Channel Dispute Status Notification
- Customer Satisfaction Survey

**Nuance Complete Care Solutions Benefits for Financial Services**



**Engage customers with smarter automated conversations**



**Solve more customer problems with fewer calls**



**Get more from your existing IVR investments**

- Stop customer frustration and increase loyalty through smarter automated conversations
- Transform a potentially negative experience into a positive customer experience
- Increase revenue opportunities with targeted up-sell programs
- Reduce integration and development costs by integrating existing inbound IVR applications with proactive notifications
- Deflect inbound calls by proactively offering alerts
- Communicate using the customer's preferred channels

**about Nuance Communications**

Nuance is in the business of helping companies better support, communicate with and understand their customers while maintaining operational efficiency goals. Nuance currently supports over 8 billion care interactions around the world. No other company has as much experience as Nuance in understanding how customers interface with a care operation. Our vision is to make every customer interaction a winning experience. For more information about our customer interaction solutions, business consulting and professional services, please visit [www.nuance.com/care](http://www.nuance.com/care).

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