customer care solutions
from Nuance

NUANCE

Nuance's Guaranteed Performance Migration Program

The Guarantee Program

The Nuance On Demand platform, technology, tools, and expertise is the best there is. It's the biggest platform in the world delivering modern conversational IVR to more than two billion callers annually providing improved call routing, self-service, and proactive communications. Nuance On Demand is the only conversational self-service platform built for extending natural language to your Mobile Apps and your website. Like no other service, it delivers intelligent conversational IVR, adds that same natural language to your Mobile Apps and also lends intelligence to customer website searches – all in a single cloud based platform powered by Nuance's next generation understanding technology.

With Nuance's focus on self-service and experience from over 8,000 deployments, our superior technology, and a continuously improving platform, Nuance customers commonly recognize 20-30% performance improvement over other systems. In fact, more than half of our Nuance On Demand customers have migrated from other hosted services and are now getting improved savings with Nuance.

Here's How it Works

Since you're already using a hosted IVR service, we know you get it; hosting is the most effective method for delivering conversational speech self-service. And, no company is more committed or knows more about hosted speech than Nuance. We're making your move to Nuance On Demand simple and risk-free with four easy steps using our proven EVLV Methodology: Exchange-Value-Learn-Validate.

> **We're so confident that we can deliver a better experience for your callers that we'll guarantee a performance increase and additional savings over your current hosted deployment!**

1. Exchange

Over a 2-week period, Nuance design, engineering, and business consulting experts will use our established Analysis Methodology to quickly assess your existing systems, including:

- Benchmarking against other companies, and learning from Nuance's leadership in the market.
- Evaluating your IVR application(s) by making calls using a test account that you provide plus reviewing any existing call flow documentation, reports, KPIs, and any other business metrics linked to the IVR.
- Visiting your call center to listen to agent calls and learn from your supervisors.
- Reviewing your current architecture, backend data systems, technical requirements, support and maintenance models – including future plans.

> **Largest voice self-service cloud – processing more than 2B calls per year.**

2. Value

- To validate the value, Nuance experts will analyze your collected data and compare to industry trends and other performance data.
- We'll assess applicability of our best practices and innovative techniques to enable an improved caller experience.
- We'll create a business case showing the benefits of recommended self-service improvements.

3. Learn

- Nuance will share our findings, including example improvement opportunities, previous proof points, and even how you measure against your competition/peers. We'll incorporate insights into current industry trends and best practices – all making you a smarter consumer of self-service.
- We'll propose exactly how Nuance can migrate you to Nuance On Demand, including a **guaranteed commitment** for improved performance over your current solution.

4. Validate

- Nuance will design, develop, and deploy your conversational IVR applications on the largest and most effective speech platform – Nuance On Demand.
- You can sit back and enjoy your savings! Our Continuous Improvement Team will continuously assess your callers and performance and suggest and implement enhancements.

Typically improves IVR performance by 20-30%.

Nuance On Demand is IVR on the ≡Fast Track

The worlds of IVR and Mobile Apps are colliding with conversational applications gaining traction in the market. It's finally time to fast track your IVR and deliver more modern natural language self-service, and to extend natural language to mobile and web. Nuance On Demand is the only conversational platform built for exactly that – delivering the worlds most natural IVR interactions and extending the same to your Mobile Apps and your website. Like no other service, Nuance On Demand delivers intelligent conversational IVR, adds that same natural language to your Mobile Apps and also lends intelligence to customer website searches- all in a single cloud based platform powered by Nuance's next generation understanding technology.

Always have the latest conversational technologies – easily accessible and always improving in the cloud.

Included are automatic updates with the hottest natural language, newest text-to-speech and audio advancements, personalization tools, and mobile self-service innovations. And you often get the benefit 12+ months earlier than with any other provider. Our customers recognize 20-30% performance improvement over other systems. And, we'll guarantee performance! With Nuance On Demand, you can be confident that you will always be one step ahead of the competition!

- Personalized Natural Language IVR and call routing.
- Voice Fonts for the smoothest dynamically concatenated audio and better sounding IVR.
- ACD and CTI functionality provides flexible, integrated agent routing.
- Proactive voice or SMS notifications that can be integrated into inbound IVR.
- Natural Language extended to your Mobile Apps.
- Biometrics across IVR and mobile.
- Nuance's next-generation understanding engine also drives SMS auto-response and Web or mobile FAQ apps.

Visualize what your customers need in a way that guides your conversation evolution.

Nuance On Demand will give you the tools and technology to measure, improve, and react to your customer and your business demands. Every day for every interaction, you'll have the best reporting, the best analytics, plus IVR-to-agent call analysis tools providing insights that translate to innovation and savings.

- With more than 8,000 speech deployments in 23 languages, Nuance provides benchmarks of your KPIs across your industry to verify you're a step ahead.
- Secure, web-based reporting dashboard provides critical access for all stakeholders.
- Pie charts, bar graphs or or data table representations with click-to drill-down analysis of call details.
- Voice analytics for IVR that includes the agent portion of the call for thorough analysis
- Self-service interaction analysis shows a single customer view across your mobile application and IVR.

Update applications at the moment changes are needed.

Our web-based application change tools can be used for updates to your routing rules, to add or change prompts, or even to update a grammar in real-time – providing you the flexibility and speed you need in this rapidly changing environment. For example, if your callers are requesting an option that the grammar hadn't been programmed to recognize, you can add a new expected response and instructions on how to handle the new response, such as to transfer to a specific agent group – all without a single coding change. Application functions and prompts can even be scheduled with start and stop times, which will be extremely helpful for planned events, such as during tax season.

- Tools to make real-time grammar, prompt, routing, and even other application changes.
- Easy facilitation of A/B testing with reports for easy understanding and to guide deployment of the best performing functions.
- Secure logging, roll-back, and scheduling functions.

Extends natural language from IVR to Mobile Apps.

Benefit from the largest open-architecture interaction platform.

Nuance On Demand connects to your existing ACD and CTI systems to deliver the latest speech and self-service technologies from Nuance to continually improve your contact center self-service. The entire system is built and operated to deliver sophisticated user experiences. The core functions include an open, high availability architecture, extensive monitoring, and seamless maintenance and upgrades.

• Processing two billion inbound, outbound and mobile calls and learning from every one.
• Operates the largest natural language IVR which processes over 1 million daily calls.
• Guaranteed solution uptime, fully redundant and load-balanced, monitored 24x7, with tested business continuity plans, separate power grids, and battery power back-up.
• Not only is the platform rigorously monitored, but also caller impacting application performance, such as time to first audio prompt to ensure the optimal caller experience for every single call.
• Got spikes? Bring 'em on! We operate 180% of planned capacity so you never have to worry.
• Our data centers are in compliance or certified according to stringent security standards, inclusive of SOX, ISO 27k, PCI DSS, and HIPAA (WIP).
• VoiceXML can be hosted by Nuance or in your own data centers.
• Built for the flexibility to meet your business and technical needs.

About Nuance Communications, Inc.

Nuance 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 information and how they create, share and use documents. Every day, millions of users and thousands of businesses experience Nuance's proven applications and professional services. For more information, please visit: nuance.com.