

customer care solutions

from Nuance



nuance on demand white paper ::

Nuance On Demand is IVR on the *Fast Track*

The world of IVR and mobile apps are colliding with the widespread adoption of popular conversational assistants like DragonGo! and Siri. It's finally time for IVRs to deliver a more modern natural self-service experience and to extend natural language customer care to your mobile apps and the web. Nuance On Demand is the only conversational cloud service built to do exactly that – deliver the world's most natural customer interactions across the IVR, mobile apps and Web. 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 website search – all in a single cloud based platform powered by Nuance's next generation understanding technology.

Nuance On Demand

Access to the latest technology and on-going improvement through the cloud

Nuance On Demand provides the latest natural language, text-to-speech and audio advancements, personalization tools, and mobile self-service innovations. Customers often receive the benefits of these innovations 12+ months earlier than with any other provider. Nuance On Demand customers recognize a 20-30% increase in performance compared to other systems. And, we guarantee our performance. With Nuance On Demand, you can be confident that you will always be one step ahead of your 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. Replace what you have or extend it.
- Proactive voice or SMS notifications that can be integrated into inbound IVR.
- Natural Language extended to your mobile apps.
- Voice biometrics and contact center integration across IVR and mobile.
- Nuance's next-generation understanding engine drives SMS auto-response and Web or mobile FAQ apps.

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



End-to-end analytics lets you see what your customers need and guides application enhancements.

Nuance On Demand will give you the tools and technology to measure, improve, and respond to your customers and your business demands. For every day and every interaction, you'll have the best reporting, the best analytics, plus IVR-to-agent call analysis tools to provide 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 of your customers needs.
- Secure, Web-based reporting dashboard provides critical access for all stakeholders.
- Pie charts, bar graphs 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.

Improves IVR performance by 20-30%.

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 more than two billion inbound, outbound and mobile calls with intelligent learning from every interaction.
- 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.

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.

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