



# customer care solutions from Nuance



The experience speaks for itself™



## Nuance and Genesys :: Partnership Brief

### Customer Interaction Solutions that...

Increase Customer Satisfaction

Reduce Operational Costs

Improve 1st Call Resolution

Maximize Agent Efficiency



### Nuance Fast Facts

#### Leading Partner for:

- Genesys Voice Platform IVR
- Genesys Customer Interaction Management (CIM) Platform
- Genesys Interactive Customer Front Door (iCFD)

#### Development environment flexibility

- Genesys Composer
- Nuance Development Framework

Industry leading speech recognition, TTS and speaker verification technologies fully integrated on Genesys platforms

### Industry Expertise

- Health Insurance
- Banking
- Life & Retirement Services
- Retail
- Utilities
- Insurance
- Travel & Hospitality
- Government
- Telecom

### Enterprise-Level Customers

- AXA Equitable
- Allegheny Energy
- Bally Total Fitness
- BB&T
- Bank of America
- BCBS AZ
- CareFirst
- Clarke American
- DHL
- Highmark
- Horizon
- Huntington Bank
- Kaiser Permanente
- National Grid
- Nissan
- Southern California Edison
- TXU Energy
- Verizon
- VISA
- Vonage
- Wellpoint
- Wells Fargo

### Strategic Partners Since 2001

Nuance has extensive experience addressing the unique needs within a myriad of industries. We are committed to being the leader in delivering enterprise-level contact center solutions. Nuance ensures creation of best-of-breed customer interaction solutions by being Genesys' largest business partner and reseller around contact center technologies. We can provide a turnkey solution using all Genesys products related to IVR, CTI, routing, and reporting capabilities. These robust solutions help companies expand services, increase efficiencies and optimize access to critical information. Nuance is a current **Gold Certified GVP Partner**, and past winner of **Partner of the Year** and **Customer Excellence** awards.

### Comprehensive Range of Services

Nuance is the world's largest consulting and systems integration firm specializing in enterprise-level customer interaction solutions. Our services are focused on your needs—whether business consulting services, application development, systems integration, solution optimization or managed services—we provide you with services customized for your requirements. Nuance's end-to-end customer contact solutions use the latest technologies, leading industry standards and platforms, and leverage your existing backends and legacy systems to optimize customer interaction solutions and enhance your customer's experience.



## Nuance Professional Services

Organizations who are committed to delivering high quality, differentiated customer care trust Nuance Enterprise Services to provide the full range of services required to plan, design, develop, deploy, and optimize their customer interaction solutions. We have unparalleled contact center services knowledge, including twenty years of developing IVR, call routing, desktop, authentication and reporting solutions utilizing all leading platforms and technologies.

- **Largest Professional Services team focused on solutions for the contact center**
  - 300+ Systems Integrators, Solution Architects, and Application Developers
  - 100 Voice and Graphical User Interface Design Experts
  - 50 Speech Scientists specializing in computational linguistics and acoustic modeling
  - Project Managers experienced in complex, enterprise-level, contact center deployments

### Why Nuance Professional Services

- More than four thousand speech-enabled self-service deployments in over **23 languages and dialects**
- Nuance speech solutions automate **more than 7 billion caller interactions** each year
- **Many companies have been Nuance customers for >15 years**
- More than **two-thirds of the Fortune 100** use Nuance speech solutions
- Responsible for **more than 75% of all VXML deployments** in the Americas
- **Terabytes of performance data** providing unmatched insight into caller preferences for maximum self-service usage
- The **Nuance Delivery System leverages our proven process, tools, and reusable assets** that create efficiencies in our projects

## Nuance Business Consulting

### Nuance Business Consulting

provides strategic guidance in creating actionable roadmaps for implementing and optimizing customer interaction solutions that reduce costs, drive revenue, and improve customer satisfaction.

- Vendor and technology agnostic approach
- High customer satisfaction levels have caused **more than 90% of our consulting customers to re-hire us** for additional engagements

## Need more info?

Just call 1-781-565-5000 and ask for the sales team.

## 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).