

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

## **Enterprise-Level Customers**

- AXA Equitable
- Huntington Bank
- Allegheny Energy Kaiser Permanente
- Bally Total Fitness National Grid
- BB&T

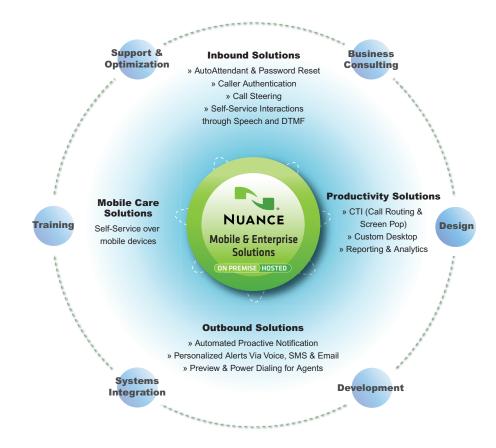
- Nissan
- Bank of America
- Southern California Edison
- BCBS AZ
- TXU Energy
- CareFirst
- Verizon
- Clarke American
- VISA
- DHL
- Vonage
- Highmark
- Wellpoint
- Horizon
- Wells Fargo

## 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 enterpriselevel 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 serviceswe 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.

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