NUANCE

Superior assisted service with Nuance Live Assist

Reduce online abandonment by making it easy and convenient to contact a live chat agent.

Engaging the customer in their moment of need

One of the key tactics to reduce online abandonment is to ensure that it is easy and convenient to contact a live chat agent. By evaluating the visitor behavior in the digital channel, we can effectively engage with the customer in their moment of need. Features like intelligent queuing to reduce wait times, skills- based routing to provide customers with the best agent to solve their issue and contextual transfer of all important information to the live chat agent, enable brands to increase the effectiveness of the customer experience while increasing revenue and driving down costs.

Live Assist features

Intelligent queuing and skills-based routing

Offer live chat when an agent is available and ensure that visitors are routed only to those with specialized knowledge.

Contextual conversations

Escalate customers from an automated engagement to a human agent, or move clients between channels like IVR-to-chat, chat-to-call and others, while maintaining the context of the conversation.

Boost next-call prevention

To accelerate the bridge between the digital experience and the IVR, Nuance offers our IVR to Digital solution that seamlessly moves consumers from legacy (traditional) phone channels to digital experiences such as the web, mobile and social. The result is that companies can reduce their contact center costs, increase customer satisfaction, and optimize their channel engagement.

Increase efficiency

Automated guides are the scripted, programmatic version of automated engagements. That makes them easy to set up and deploy while increasing customer satisfaction because the user can get through the decision tree fast and in a convenient way. Automated guides are usually used for guiding the visitor through the product selection, for faster agent routing, as FAQ or as a tutorial to educate your customers on the tools and features that are at their disposal.

WHY WE ARE DRIVING RESULTS

Targeting

Consumers are likely to abandon online conversions if their questions are not promptly addressed. We ensure that live chat is offered to the right customer at the right time.

Intelligent routing

Routing visitors to agents with specialized knowledge and avoiding long wait times for agents leads to higher conversion and better customer satisfaction.

Seamless engagements

If the conversation starts with an automated engagement our Digital Engagement Platform provides a smooth transition to a live chat agent, if needed, while maintaining the context of the conversation.

Deliver personalized online experiences Multimedia content enables you to engage your consumers with the right personalized content at the right time. Videos, offers, forms, and other types of content can either be presented as standalone or can be used to enhance and personalize an automated or human-assisted conversation.

Reduce online abandonment rate
Co-browse enables agents to assist the customer through complicated or confusing information by sharing a common screen with the customer while maintaining privacy and security. Co-browsing decreases online abandonment rates, thus reducing the customer's need to call in instead.

Generate rapid revenue
Live chat agents help companies to generate revenue while deepening relationships and enhancing results and program innovation. Nuance enables enterprises with its own agent workforce or by utilizing an already existing agent operation. For both options, we create, apply and vet best practices for an optimal performing customer engagement.

Leverage our Digital Engagement Platform for –

Business rule targeting
The targeting engine targets the right visitors at the right time with the right engagement tool, for example, virtual assistants to engage the broader audience and answer repetitive question, or human chat agents to answer complex questions and assist high value customers.

Comprehensive back-end reporting capabilities
Real-time campaign information, including live chat transcripts and conversion statistics, are used to inform and constantly optimize the targeting engine, automated engagements and routing behavior.

Branded experience
Dynamic windows persist as consumers navigate your site, so contact and context are never lost. This user experience is personalized to your brand, with the ability to customize the positioning or branding and provide A/B testing without any changes required.

LEARN MORE
Learn more about Nuance Live Assist, and how to make it a part of a true omni-channel experience.

Omnichannel Journeys

Support for real-time and asynchronous conversations across:

— Web browsers

— Mobile browsers

— Branded apps

— SMS

— Apple Business Chat

— Google Business Messages

— WhatsApp

— Facebook Messenger

— Twitter

— Instagram

— And more!