



The fast track to intelligent engagement

Get powerful conversational AI
capabilities in the blink of an API.

Brochure
Nuance Conversational AI Services

Contents

- 3 Nuance Conversational AI Services
- 4 Harnessing the power of APIs
- 5 Key benefits
- 6 Access advanced speech technologies
- 7 Nuance Mix—Creativity unleashed

Nuance core speech technologies – Speech-to-Text (STT), Text-to-Speech (TTS), Natural Language Understanding (NLU), and dialog – are available as cloud-native microservices, enabling you to accelerate the development and deployment of innovative customer engagement solutions.

Nuance Conversational AI Services

Now, it's even easier to take advantage of the engines that drive the Nuance Intelligent Engagement Platform.

Nuance Conversational AI services are built on more than 25 years' experience of pushing the boundaries of AI, speech, and natural language understanding technologies.



Choose only what you need and deploy where you want, how you want. And while you're building the solutions that will redefine your market, you can always call on expertise from the people who are defining the future of conversational AI.

Harnessing the power of APIs

More speed

- Move as fast as you need to, with instant access to ready-to-use, market-leading conversational AI technologies, reducing the need to rely on vendors' timelines.
- Give your customers advanced conversational AI features and capabilities without the time and expense of building them in-house.

More choice

- Choose the services that suit your needs, and integrate with Nuance or non-Nuance services for a complete solution.
- Consume and pay for only the capabilities you need, reducing the costs of building your ideal solution.
- Develop cohesive conversational AI applications spanning multiple channels, reducing development, test, and maintenance costs.

More flexibility

- Deploy the full set of conversational AI services or choose only the services and specific capabilities you need.
- Feel confident with expert support from our experienced conversational designers and Professional Services teams whenever you need it.



Quickly deploy
cloud-native
microservices to
create the intelligent
engagement
experiences that set
your brand apart.



Pay-per-use and subscription models available to optimize your costs.

Key benefits

Speed

Move quickly, with fast, simple deployment and configuration

Elasticity

Expand your capabilities with ease, with dynamically scalable services

Choice

Build your ideal solution by integrating with other Nuance or non-Nuance services

Flexibility

Create and deploy based on what best suits your business

Savings

Optimize your costs with pay-per-use and subscription models¹

Expertise

Learn from Nuance speech experts and get help at any stage of your project

Nuance Conversational AI services give you a fast, flexible way to access the power of our market-defining speech engines.



Innovative speech technologies to help you deliver seamless self-service automation.

Access advanced speech technologies

Speech-to-Text (STT)

Build self-service applications that stand out from the crowd, with STT technology that supports fast, efficient, effective, and accurate customer experiences.

- Nuance's real-time, large vocabulary, continuous speech recognition engine
- Powered by adaptable data-rich deep learning models
- Excellent recognition accuracy out of the box, enhanced with custom, domain specific language and acoustic modelling
- Supports the transcription of command and control, transactional, and open dialog input
- Supports at least 40 languages world-wide
- Builds ontologies for ASRaaS (STT) using Nuance Mix.nlu and Mix.dialog

Nuance Recognizer (NR)

Leverage highly accurate and performant speech and touchtone recognition using constrained vocabularies.

- Quickly build and launch voice applications that outperform traditional speech-to-text (STT) solutions
- Offer satisfying self-service and directed dialog engagements
- Allow callers to speak naturally in response to prompts to provide their unique information such as account numbers, confirmation codes, or other alphanumeric/digit sequences

Neural Text-to-Speech (NTTS)

Generate highly expressive, human-like, synthetic speech output for voice-enabled assistants, bots, or telephony systems.

- End-to-end speech synthesis, powered by generative AI models
- More than 400 voices across 140+ languages, including multi-lingual and multi-style voices
- Model can be trained in English and learn to respond in other languages
- Build a custom voice at a fraction of the cost and effort
- Minimal up-front training and tuning

Natural Language Understanding (NLU)

Offer amazing self-service experiences with highly accurate NLU technology that understands what customers mean, not just what they say.

- Enterprise-grade text-to-meaning engine using ontology and concept-based language understanding
- Processes inputs provided by our Text Processing Engine and identifies the intent of the customer, as well as relevant parameters
- Customize semantic models using Nuance Mix.nlu

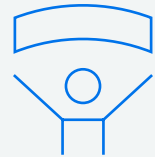
Dialog

Create powerful, two-way conversations in voice and digital channels to better determine customer needs and improve self-service.

- Intuitive visual interface to orchestrate Conversational AI-driven dialogs for voice and digital channels
- Create multi-language, multi-channel and multi-modal experiences in a single project
- Standard channel integrations:
 - VXML Connector for integration with IVR platforms with Nuance Speech Suite
 - Nuance Digital Engagement Platform (NDEP) provides for web chat widgets, mobile SDKs, social media adapters.
 - gRPC integration to access DLGaaS and, in turn, ASRaaS, NLUaaS and TTSaaS, all managed by Dialog to deliver the conversational experience.

Learn more

Get access to our Enterprise Sandbox—speak to your Nuance representative, reach out to us at cxexperts@nuance.com, or visit our webpage on [Nuance Conversational AI Services](#).



Create intelligent experiences with the Nuance Mix conversational AI tooling platform. [Learn more or try it for free at nuance.com/mix.](#)



Endnote

1 Pay-per-use model currently for Nuance-hosted deployments only



About Nuance Communications, Inc.

[Nuance Communications](#) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and more than 75 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others. Nuance is a Microsoft company.

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