

Nuance Powers Voice-to-Text Messaging on Cisco Unity Connection Platform

Cisco SpeechView with Nuance Voice-to-Text Improves Communication and Boosts Productivity for Today's Mobile Enterprise Workforce

Burlington, MA – March 23, 2010 – Nuance Communications, Inc. (Nasdaq: NUAN), a leading provider of speech solutions, today announced that its Voice-to-Text messaging service will be integrated into Cisco SpeechView. Cisco SpeechView is a feature of the Cisco Unity Connection voice and integrated messaging solution that allows users to manage voice messages by email, web clients, mobile devices, instant messaging, and desktop clients. By integrating Nuance's voice-to-text services, enterprise users' voice messages are transcribed into text and then delivered to PCs and mobile phones via email or text message, giving users the ability to manage their personal and professional communications whether in the office or out in the field.

As the global business professional workforce has become increasingly mobile – on the road, in meetings, on long conference calls – it relies on staying connected via mobile devices more than ever before. Optimized for today's mobile enterprise, Cisco SpeechView with Nuance's Voice-to-Text messaging extends the power of the Cisco Unity Connection platform with voicemail messages automatically transcribed and delivered as text to ensure users remain connected. Each transcribed voice message includes the full audio file as an attachment, as well as the Caller ID in the subject line when available, so users can quickly and discreetly read, respond to and manage voice messages without interrupting their current activity. Should users want to listen to messages, the audio remains in the user's voice mailbox for access at anytime. Message delivery maintains enterprise security levels, as SpeechView applies encryption from the voicemail box through all stages of the conversion process.

Nuance's voice-to-text solutions fully integrated with today's Unified Communications platforms offer a variety of benefits, including:

- Increased workflow efficiency as users have the ability to respond, at any time, from any location, to urgent messages or requests;
- Improved responsiveness by enabling immediacy in communicating with colleagues and clients. Important voicemails can now be prioritized and acted upon in real-time;
- Increased worker productivity by eliminating the task of dialing in, listening and responding to voicemails. Voice-to-text messages can be quickly read, sorted, prioritized and responded to just like email;
- Improved compliance as the solution enables archival of voicemails on a single enterprise controlled and managed voice mailbox; and,
- Improved customer service when deployed in call center environments as each converted voicemail captured can be intelligently distributed to agents and appended to a customer record.

"Today's enterprises are looking for solutions that boost productivity, positively impact the company's bottom line and help drive operational efficiencies," said John Pollard, vice president, voice-to-text services, Nuance. "Working with market-leading partners

such as Cisco, Nuance is expanding its global Unified Communications footprint to deliver voice solutions that help enterprise customers succeed. And the benefits for today's mobile business professional are clear – increased efficiency, responsiveness and business agility.”

Availability

Cisco SpeechView featuring Nuance's Voice-to-Text service will be available on the Cisco Unified Communications System 8.0 through authorized Cisco channels in North and South America and Europe. Supported languages will include English, French, German, Italian, Brazilian Portuguese, and Spanish.

In addition to its enterprise Unified Communications services, Nuance's voice-to-text portfolio also powers the voicemail-to-text services offered by leading carriers around the world including AT&T, Vonage, Bell Canada, Rogers Wireless, Virgin Mobile Canada, Optus, Vodafone, Vodacom, SaskTel, TELUS, Movistar and many others. Nuance's Voicemail-to-Text platform, which leverages the core speech technology of the trusted Dragon NaturallySpeaking dictation software, allows customers to access and organize voicemails via transcribed messages that are sent directly to a mobile phone as a text message or email, or to their PC.

About Nuance Communications, Inc.

Nuance is a leading provider of speech and imaging 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: www.nuance.com.

Nuance and the Nuance logo are trademarks or registered trademarks of Nuance Communications, Inc. or its subsidiaries in the United States of America and/or other countries. All other company names or product names may be the trademarks of their respective owners.

The statements in this press release, relating to future plans or future events or services, are forward-looking statements which are subject to specific risks and uncertainties. There are a number of factors which could cause actual events or results to differ materially from those indicated in such forward looking statements, including fluctuations in demand for the Nuance products, and the continued development of Nuance products. The reader is warned not to rely on these forward-looking statements without reservation, since these are simply reflections of the current situation. Nuance disclaims any obligation to update any forward-looking statements as a result of developments occurring after the date of this document.