Nuance Destination Solutions


Customer Interaction over the Voice Channel

Self-Service the Right Way
Nuance is changing the way companies communicate with their customers over the voice channel. As the leading provider of speech solutions for contact centers, Nuance knows the right way to improve customer self-service. Companies around the world rely on Nuance self-service speech-enabled solutions — a combination of technologies and services — to automate a wide variety of customer interactions.

Dramatically Reducing Your Costs

Customers are often frustrated with large menu trees that never actually get them to the correct option. We all have experienced the long, complex menus, and sub-menus, that touch tone applications have forced us to use. When customers call a self-service speech application they immediately recognize the difference. A well done speech system helps them rather than acting as a barrier to information or to speaking with an agent.

Companies that have replaced their touch tone applications with Nuance self-service speech solutions consistently see dramatic increases in the volume of calls that are automated. As more calls are automated, the contact center can reduce the number of agent hours needed to efficiently run their business. This leads to huge cost savings as agent hours are by far the largest cost for contact centers. Very often, the new system pays for itself in less than nine months.

Did you know, a two-percent increase in customer retention has the same effect on profits as cutting costs by 10 percent?*


Customers prefer self-service speech solutions

Customers simply don’t like bad automation.

*Our menus have changed... press 7 for sales, press 8 for...*

*How may I help you?*

*I’d like to pay my bill...*

Okay, what’s your account number?*
Significantly Improve Customer Satisfaction

One of the telltale signs of a bad touch tone application is when customers frequently ‘zero-out’ of the menu in order to speak with an agent. When this happens, the low cost automated call is now routed to an expensive agent, with all too often the call placed on hold first. This leads to higher costs for the contact center and, most likely, a poor customer experience.

With customer expectations growing everyday, contact centers are constantly challenged with how to increase their customer satisfaction ratings. Fortunately, when customers discover a company that provides the level of convenient and efficient interaction they expect, they tend to form a brand loyalty and may even become strong advocates for the company with their peers.

The ability to interact with customers in a conversational manner, in the way they naturally speak, is a powerful driver for increasing customer satisfaction scores when using Nuance self-service speech solutions. Rather than being forced into rigid menus, customers become engaged in simplified dialogs. They tend to have shorter calls and complete them within the application, increasing automation rates and reducing costs, in addition to reporting a much better caller experience.

Many have discovered after using Nuance self-service speech solutions, there are severe limits to touch tone applications. In the past, companies had to route all calls to agents if the response required both letters and numbers, such as a street address. With Nuance, addresses are updated within the application. These applications also accurately handle when customers provide responses as if they were talking to a person. For example, customers often naturally provide more than one piece of information when prompted, such as “I want to leave on Thursday at 3:00pm”. This typical interaction would not even be possible in touch tone applications.

71% of consumers surveyed want the 24x7x365 availability of automated voice care and feel empowered to help themselves.*

Source: Harris Interactive/Nuance sponsored research on consumer preference, January 2007.

Why do callers like self-service speech solutions from Nuance?

- Easy to use
- Quick to complete tasks
- Great for ‘hands-free’
- Could focus on the problem, not the menus
- Don’t have to listen to a list of options

Why do contact centers like self-service speech solutions from Nuance?

- Reduce costs without sacrificing caller satisfaction
- Help convert the cost-center into a revenue-generating center
- Increase automation rates with fewer misroutes and zero-outs
- Enable better use of their agent’s time and skills
- Based on our experience gained from over 3000 deployed applications

2 Important Perspectives
Expanding Your Revenue Generation

In uncertain economic times, companies are constantly searching for ways to cut costs and increase revenues. All too often, contact centers are viewed internally as simply the cost of doing business. Moreover, the challenge of training and maintaining staff under tightening budgets never seems to be easy.

Thousands of companies around the world have found an effective way to address these challenges with self-service speech solutions. Agents that are handling mostly mundane and repetitive calls, such as requests for an account balance, tend to have higher turnover rates and lower job satisfaction. By automating the high volume routine calls, your agent’s time and skills can be used more effectively.

Included with the Nuance self-service speech solutions are a variety of tools and techniques to quickly deploy applications and to easily modify them. This enables your team to enhance your applications to effectively meet changes in your caller population as they occur. You can also introduce new business rules for applications to take advantage of intelligent routing and to offer customers personalized interaction experiences.

The best-in-class call center service is able to deliver up to 34% more revenue per customer and nearly half of today’s companies include contact center goals in top-line performance goals.*

Source: Aberdeen 2008 Transforming Contact Center into a Profit Center Report

Experience Innovation
Customer Interaction over the Voice Channel

Nuance is a truly global organization with worldwide capabilities and dedication to make our customers succeed. The company has more than 35 regional offices, with a significant international presence in Australia, Belgium, Canada, Germany, Hungary, Israel, Japan and the United Kingdom. With a large dedicated sales presence in more than 70 countries, the company brings a global perspective that can deliver highly effective solutions to numerous local markets. We are committed to pioneering new technologies and voice driven interaction solutions to improve customer care.

- Nuance automates 8 billion call interactions a year, in more than 3,000 customer care installations
- Nuance has more than 800 speech scientists and engineers
- Nuance offers a professional services organization of more than 1000 solutions experts
- Nuance has an IP portfolio that includes more than 1000 patents and patents pending
- Nuance customer interaction solutions support more than 54 languages and dialects
- Nuance has 90% market share in automated directory assistance
- Nuance speech recognition and Nuance text-to-speech solutions are on more than 250 million devices
- Nuance maintains one of the world’s largest libraries of speech data

Nuance. The experience speaks for itself.
Nuance is the leading provider of self-service speech solutions for contact centers around the world. Our solutions make the user experience more compelling by transforming the way people interact with information and companies. Every day, millions of users and thousands of businesses experience Nuance. Here are just a few of the over 3000 self-service applications that are being used today:

**Banking and Brokerage**
- Account Balance
- Activate Account
- Apply for Loan
- ATM or Branch Locator
- Bill Payment
- Change of Address
- Change PIN
- Last Five Transactions
- Rate Information
- Report Lost or Stolen Card
- Request Limit Increase
- Transfer Funds

**Property Insurance**
- Address Change
- Change PIN
- Determine Deductible
- File Claim, Claim Status, Claim History
- Initiate Enrollment
- Insurance Quotes
- Order Duplicate Insurance ID Card
- Pay a Bill
- Payment Information
- Policy Information

**Travel and Hospitality**
- Baggage Information
- Call Routing
- Check Flight Status
- Confirm/Cancel/Change Reservation
- Crew Scheduling
- Locations and Directions
- Loyalty Points Administration
- Make a Reservation
- Price and Availability
- Surveys
- Upgrades and Upgrade Status

**Telco**
- Account Balance
- Account Initiation and Reactivation
- Add/Remove Plans
- Airtime or Text Message Usage
- Buy Airtime
- Coverage Locator via Zip Code
- Report Repair Issues
- Technical Support Helpdesk

**Healthcare Insurance**
- Claims Status
- Eligibility and Benefits
- Prescription Order Refill
- Duplicate ID Card Request
- Primary Care Physician - Select/Change
- Provider Directory
- Referral Status/Authorization
- Whom to Contact Information

**Utilities**
- Account Inquiry
- Appliance Repair Scheduling
- Bill and Payment Transactions
- Budget Plan Enrollment
- Duplicate Bill
- Meter Reading
- Outage and Emergency Reporting
- Start/stop Service

**Government**
- Appointment Scheduling
- Building Inspection Scheduling
- Check Licensing
- Community Calendar
- Fine Payment
- Incident Reporting
- Medicaid Disbursements Eligibility
- Pension Account Management
- Permit Automation
- Register Driver’s License

**Life and Retirement Insurance**
- Buy/Shares Transactions
- Change Address
- Change Allocations
- Change PIN
- Check Account Balances
- Check Values/Rates
- Loan Information/Applications
- Policy Values
- Request Forms

**Retail**
- Account Balance
- Card Activation
- Gift Registry
- Loyalty Point Administration
- Place an Order - Order and Shipping Status
- Price and Availability
- Request Catalog
- Request Return Authorization
- Store Locator/Hours/Directions
- Surveys (with Discount Offers)
Getting Started

Nuance can help you determine the right mix of automation to improve the caller experience, increase revenue generation, reduce operating costs and strengthen your brand. Our suite of solutions and services are focused on your needs—whether business consulting, application development, speech, or solution maintenance. We use the latest technologies, leading industry standards and platforms, and leverage your existing backends and legacy systems to optimize your contact center operations and your customer’s caller experience.

Business Consulting Services
Strategic and tactical guidance

Implementation Services
Design, development, integration and deployment services using proven delivery processes

Solution Lifecycle Services
Complete maintenance and optimization services