The fast track to intelligent engagement

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

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

Pay-per-use and subscription models available to optimize your costs.
Nuance Conversational AI services give you a fast, flexible way to access the power of our market-defining speech engines.

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