NUANCE

Fine-tuned intelligence for conversational experiences

Improve customer experience, increase revenue and enhance operational efficiency with AI for the contact center.
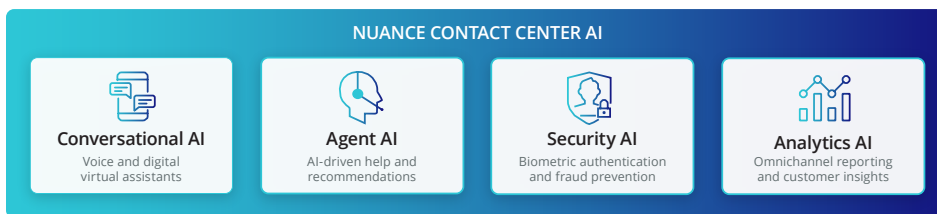
Your customers expect smooth, connected, and secure engagements when they contact your organization. And they expect results – fast and accurate. You want to meet these expectations while achieving your contact center metrics, improving revenue, and reducing long term TCO. To achieve this, your contact center operations need the right AI technology.

Get smarter, faster
Nuance Contact Center AI enables you to add intelligence to every customer and agent experience, in every channel, while maximizing the return on your existing technology investments. Award-winning speech recognition, dialog automation, analytics, security, and agent support deliver proven results and prevent fraud. Nuance Contact Center AI provides organizations with the technologies to create natural, conversational engagements.
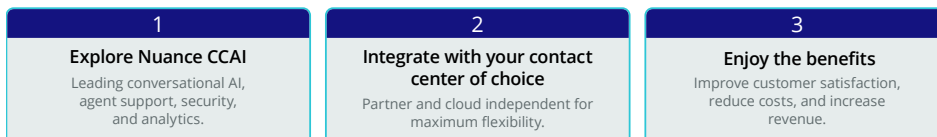
Support for the full customer experience
Improve, protect, and optimize every customer journey with natural, conversational engagements that deliver secure, superior customer and agent experiences on any partner platform.

NUANCE CONTACT CENTER AI

Conversational AI	Agent AI	Security AI	Analytics AI
Voice and digital virtual assistants	AI-driven help and recommendations	Biometric authentication and fraud prevention	Omnichannel reporting and customer insights

How it works
We believe the best outcomes rely on an AI first approach. It's about using AI to automate as much as you can, bridging automation and human engagement, empowering agents with AI, and instilling trust in your brand through biometric identification and fraud prevention—all achieved through deep integrations with your chosen partner for ease of access and functionality.

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Explore Nuance CCAI	**Integrate with your contact center of choice**	**Enjoy the benefits**
Leading conversational AI, agent support, security, and analytics.	Partner and cloud independent for maximum flexibility.	Improve customer satisfaction, reduce costs, and increase revenue.

BENEFITS

— **Protects Investments:** Build on your existing NLU and IVRs to reduce time and cost while moving to the cloud and prevent re-writing applications and losing valuable learning.

— **Maintain great experiences:** Avoid drops in performance while keeping KPI metrics for CSAT, AHT, and FCR on track.

— **Improve customer satisfaction:** Create engaging and interactive experiences that support consumers throughout their journey, regardless of channel.

— **Reduce costs and long term TCO:** Deliver self-service experiences that meet customer needs, reduce call volumes, and ensure applications can move to any contact center provider.

— **Improve agent efficiency:** Optimize agent workload with relevant and timely information plus tools to keep them focused on resolving customer inquiries.

(continued)

AI services and key features

Nuance Contact Center AI gives you easy access to cloud-native, cloud-agnostic services built on decades of conversational AI leadership and proven results to deliver remarkable business outcomes.

— **Conversational AI:** Automate customer engagements in your voice or digital channels with market leading speech-to-text (STT), text-to-speech (TTS); NLU; transcription, and dialog automation.

— **Agent AI:** Empower agents with next best action recommendations, coaching, and tools to better manage every customer interaction, improving CSAT, reducing average handle time (AHT), and accelerating post engagement wrap up.

— **Security AI:** Improve experiences, lower operational costs, mitigate fraud losses, and protect your brand through secure, seamless biometric authentication and intelligent, proactive fraud detection.

— **Analytics AI:** Monitor channel and agent performance with actionable intelligence to inform ongoing optimization and improve ROI.

— **DIY tooling:** Create and maintain your own enterprise-grade, omnichannel customer service experiences for chatbots, VAs, messaging, IVR, and more.

— **Vertical packages:** Improve customer self-service with industry and vertical relevant libraries and templates derived from years of helping 85 of the Fortune 100 achieve proven results.

— **Cloud independent:** Nuance CCAI is designed to work on premises or any cloud – your cloud, the Nuance cloud, or any 3rd party cloud for maximum flexibility and confidence.

LEARN MORE

Contact your Nuance representative, visit our website or email cxexperts@nuance.com for more information.

BENEFITS (continued)

— **Drive revenue:** Target customers with personalized offers during self-service and support agents with up- and cross-sell offers to increase revenue.

— **Prevent fraud and protect your brand:** Improve customer authentication and reduce fraud attempts to prevent loss and boost your organization's reputation.

— **Future proof:** Adapt and change with confidence knowing your existing investments can be leveraged and moved to other platforms.