

# Managed Services for IVR and CTI to maximize ROI.

Nuance Managed Services help you implement, monitor, support and optimize your solutions.

**Studies show that the phone is still the most heavily used customer service channel, which makes delivering great phone-based experiences a critical business requirement.**

But large contact center Interactive Voice Response (IVR) and Computer Telephony Integration (CTI) projects can be challenging to implement, and complex to manage and support over time. These projects typically involve multiple vendors, platforms, technologies and contractors, and therefore, require significant oversight to ensure a successful launch—delivered on time and within budget. In addition, they require dedicated resources with specialized expertise to ensure your IVR and CTI solutions continue to deliver optimal performance and the best possible customer experience. Does your organization have the available resources and niche skills needed to manage a complex contact center IVR and CTI implementation and to monitor, support and optimize the solution on an ongoing basis?

Whether you're looking to implement a new IVR and CTI solution, upgrade your existing technology stack or outsource ongoing support and optimization, Nuance Managed Services can help. Our comprehensive Managed Services portfolio addresses the complete lifecycle of even the largest, most complex contact center solutions to ensure maximum return on investment.

Depending on your resources and requirements, you can outsource end-to-end solution implementation and support or let us handle key project phases—from strategic planning, infrastructure procurement and third-party vendor management, through application design and development, systems integration and solution deployment, to ongoing monitoring, support and continuous improvement. We can even fully manage your solution in a private cloud and offer an OPEX pricing model. No matter which option you choose, you can count on Nuance Professional Services to deliver and manage tailored phone-based contact center solutions that support fast, efficient and cost-effective interactions for increased customer loyalty and bottom-line results.

Call Steering gets your callers to the customer service they need, fast.

- **Decrease operational costs.** Improve containment rates, reduce misroutes, and decrease call routing time by accurately and efficiently routing callers and encouraging self-service.
- **Make it easier to get good service.** Reduce customers' time and effort to find the right self-service application or agent.
- **Learn why customers are calling, in their own words.** Uncover opportunities for new self-service and agent specialization when you capture and categorize what callers tell you about the reasons for their calls.

**Features and benefits**

**Ensure on-time, on-budget delivery**

Leverage Nuance’s proven expertise to successfully implement your new contact center IVR and CTI solution or upgrade your existing technology stack—without costly delays or budget overruns.

**Drive continuous improvement**

Rely on Nuance to monitor, support and optimize your solution to ensure it continually boosts contact center efficiency and delivers a great customer experience.

**Simplify IVR and CTI solution management**

Allow Nuance to manage the multiple vendor relationships associated with your solution so your in-house resources can focus on revenue-generating or other key business initiatives.

**Choose the best-fit deployment model**

Let Nuance manage your solution in a private cloud—on-or off-premise—and realize cost, reliability and scalability advantages.

**Maximize return on your IVR investment**

Trust Nuance Professional Services’ 20+ years of experience implementing , supporting and optimizing successful contact center solutions that enhance customer service and drive cost savings.

20+

20+ years Nuance has been delivering exceptional experiences.

	<b>Ideal for enterprises that:</b>	<b>Choose the right combination of services to suit your needs:</b>	<b>Enjoy the benefits of:</b>
<b>Managed Implementation</b>	Plan to implement a new contact center IVR and CTI solution or upgrade their existing technology stack, but either lack the resource availability or expertise to handle the project in house, or would rather focus valuable resources on other parts of the business	<ul style="list-style-type: none"> <li>– Strategic planning and consulting</li> <li>– Infrastructure procurement</li> <li>– Third-party vendor management</li> <li>– Architecture design</li> <li>– Application development</li> <li>– Solution implementation (build, install &amp; configure)</li> </ul>	<ul style="list-style-type: none"> <li>– On-time, on-budget solution delivery</li> <li>– Single point of contact for the entire implementation</li> <li>– 20+ years of experience in implementing successful contact center solutions</li> <li>– Specialized expertise in IVR and CTI technology and contact center best practices</li> <li>– Freedom to focus on business benefits and allocate internal resources to other projects</li> </ul>
<b>Managed Support</b>	Have a newly implemented or existing contact center IVR and CTI solution in place but either lack the internal resources or specialized expertise to support and optimize it on an ongoing basis , or would rather focus valuable resources on other parts of the business	<ul style="list-style-type: none"> <li>– Application monitoring</li> <li>– Hardware and software support</li> <li>– Solution optimization</li> <li>– Ongoing third-party vendor management</li> <li>– Reporting</li> </ul>	<ul style="list-style-type: none"> <li>– Reliability, stability and uptime</li> <li>– Unrivalled expertise in IVR and CTI technology and optimization</li> <li>– Peak solution performance</li> <li>– Continuous improvements</li> <li>– Latest technology updates</li> <li>– Fewer demands on internal support resources</li> </ul>
<b>Managed Private Cloud</b>	Want the flexibility, scalability and convenience of a fully managed cloud solution, but may want to deploy the solution on premise or have the option to purchase down the road	<ul style="list-style-type: none"> <li>– Managed Implementation</li> <li>– Managed Support</li> <li>– On-premise or off-site deployment</li> </ul>	<ul style="list-style-type: none"> <li>– Choice of CAPEX or pay-as-you-go OPEX pricing</li> <li>– Hassle-free SaaS-like deployment model</li> <li>– Scalability to handle traffic spikes and increasing call volume over time</li> </ul>

**Expertise you can count on**

Nuance has been helping enterprises plan, build, support, optimize and manage their contact center solutions for more than 20 years. Dozens of leading organizations rely on Nuance Professional Services to implement and support IVR solutions that deliver a superior customer experience and improve contact center efficiencies. Given our unparalleled experience in delivering successful customer care solutions and our deep expertise in IVR technology and best practices, it's no wonder so many enterprises trust Nuance to manage their contact center IVR solutions year after year for maximum results with minimum risk.

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**About Nuance Communications, Inc.**

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit [nuance.com](http://nuance.com).

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