

# Nuance analytics – actionable insights for your business.

Improve the customer experience and business results with multi-channel analytics.

Understanding the full customer journey is essential in driving high customer satisfaction and business success. Companies using time-consuming, manual processes to monitor customer interactions may miss opportunities to simplify service operations, reduce costs, and increase customer satisfaction.

To compete in today's technologically-advanced and increasingly customer-centric world, companies must adapt and leverage analytics to derive insights across all engagement channels including voice, web, email, social, SMS, and others. At the same time, they must provide an exceptional—and compliant—customer experience. In fact, research shows that poor service is the reason 68% of customers churn.

#### **Better visibility, better results**

With more than 20 years as an industry-leader in speech, automation, and self-service solutions, Nuance has long provided actionable business insights through its enabling engines, automation tools, Professional Services, and Nuance Insights for IVR.

Now, partnering with CallMiner, an award-winning industry leader in Speech and Engagement Analytics, Nuance offers an expanded analytics portfolio to give you greater visibility into the full customer journey.

The Nuance analytics portfolio includes packaged solutions that are easy to deploy and can be quickly customized. Powerful APIs give you cross-channel visibility all in one place, from your system of choice. These solutions provide visibility into vital KPIs, and generate deep customer insights that help you improve the customer experience and drive increased profits.

#### **Easily deploy and customize**

Nuance analytics solutions are easy to deploy out-of-the-box and can be quickly customized using APIs to meet specific needs. The solution provides insight into vital KPIs.

#### **In your IVR**

- Ensure optimal IVR application performance
- Quickly identify and react to changing call flow patterns
- Gain visibility into caller engagement
- Inform ongoing application tuning

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#### **With Nuance analytics, businesses can:**

- Increase CSAT with greater visibility into the full customer journey via intuitive dashboards
  - Reduce costs and boost sales conversions through improved first contact resolution
  - Enable fast, automated performance feedback to agents and real-time agent assist
  - Simplify customer service operations and increase automation to drive cost savings
  - Automate compliance monitoring and mitigate risk
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**During the call**

- Real-time agent monitoring and manager alerts
- Decision support and next-best-action guide
- Script adherence
- New agent onboarding and manager shadowing
- Escalation and call intervention
- Course correction
- Compliance adherence
- Outcome analysis

**After the conversation**

- Agent performance improvement and training
- Contact drivers and root cause analysis
- First contact resolution rates
- Trend tracking and analysis (100% of calls)
- Ad hoc search and discovery
- Cross-channel customer journey insights

- Handling efficiency and workforce optimization
- Deeper insights, business intelligence, and data

**Learn more**

Schedule a live demo and test drive to see our integrated analytics solutions in action. Email us at [customerexperienceexperts@nuance.com](mailto:customerexperienceexperts@nuance.com) with your phone number and best time to reach you.

**Proven results, across industries**

Manage insights at-a-glance in a single location, from your system of choice.



**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).