Shift callers between channels. Seamlessly.

Move callers to digital channels to enhance customer experience and cut support costs.

Nuance IVR to Digital is an innovative solution for contact centers that optimizes the IVR experience by helping targeted callers move to a digital experience using live chat or virtual assistants.

Organizations can blur the lines between channels and eliminate silos across their customer service experience by connecting phone and digital channels for effortless interactions between agents, consumers, and self-service.

Nuance IVR to Digital provides a better overall customer experience and enables organizations to reduce support costs, improve customer satisfaction, and optimize their channel engagement.

IVR to Digital – Engagement through the best possible channel

IVR self-service or agent handled calls can be moved to digital channels for improved operational and agent efficiencies, and enhanced information delivery to customers via:

- Live chat
- Virtual assistant
- Co-browse
- Multi-media content
- Automated guides

NUANCE

Key benefits

Reduce contact center costs
Seamlessly move selected customer conversations from live agents to lower cost channels such as messaging or branded apps. Empower agents with co-browse and transfer-to-chat options to shift support calls to digital channels while training callers to utilize automated tools to self-serve in the future.

Improve customer satisfaction
Increase customer service and satisfaction by decreasing on-hold wait time and queue abandonment by offering callers immediate assistance. Effectively transfer conversations out of the IVR with full context so callers don't get lost or repeat themselves.

Optimize channel engagement
Improve contact center agent productivity and ability to handle high value or complex queries by moving lower level calls to other channels. Increase self-service and improve next call prevention by training customers to self-serve, thereby shifting future support calls out of the call center.

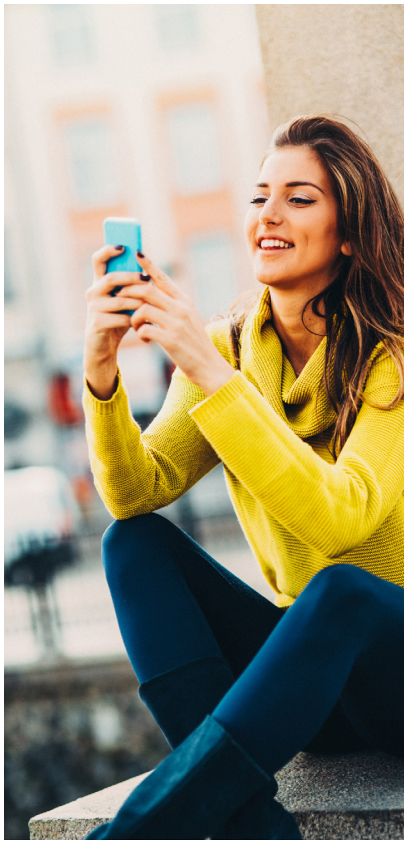
Features

Call targeting control
Organizations stay in control of which calls are moved and how by specifying criteria or types of calls to target.

Contextual transfer
Seamlessly move targeted users from phone calls to digital channels while retaining the contextual information.

Permission-based
IVR to Digital launches co-browse or transfers to chat only after the user has accepted the invitation.

Support for all IVR platforms
Nuance IVR to Digital works with Nuance Conversational IVR or any other IVR system to integrate the hand-over to a digital channel.



About Nuance Communications, Inc.
Nuance Enterprise is reinventing the relationship between enterprises and consumers through customer engagement solutions powered by artificial intelligence. We aim to be the market leading provider of intelligent self- and assisted-service solutions delivered to large enterprises around the world. These solutions are differentiated by speech, voice biometrics, virtual assistant, web chat and cognitive technologies; enabling cross-channel customer service for IVR, mobile and web, Inbound and Outbound; and magnified by the design and development skill of a global professional services team. We serve Fortune 2500 companies across the globe with a mix of direct and channel partner selling models.

Copyright © 2017 Nuance Communications, Inc. All rights reserved. Nuance, and the Nuance logo, are trademarks and/or registered trademarks, of Nuance Communications, Inc. or its affiliates in the United States and/or other countries. All other brand and product names are trademarks or registered trademarks of their respective companies.

NUAN–CS–3136–01–DS, Jul 18 2017