Intelligent self-service with Nina™.

Automation that reduces costs while creating effortless experiences.

"I can help you with that…"
Meet Nina, the Nuance intelligent, virtual assistant,designed to deliver an intuitive, automated experience for digital channels by engaging customers in natural conversations using voice or text. Nuance Natural Language Understanding (NLU) technology enables Nina to understand complex sentences, abbreviations, slang, misspellings, fragments, and all things that make up a real human conversation. It also uses dynamic decision trees to ensure that conversations do not hit dead-ends or repetitions. All this is done while maintaining a natural, conversational cadence to deliver customer service without interruption or pause.

Virtual assistant features

Natural conversation
Because Nina understands complex questions, it delivers the exact right answer and doesn't leave your customer to choose between options. Nina recognizes the intent of your customer's inquiry with high accuracy, personalizes responses based on context, and troubleshoots using conversational strategies like answering social questions, reacting appropriately during customer frustration and escalating to a live chat agent, if needed.

Smarter learning
Our Natural Language Understanding technology utilizes a confidence-based statistical language interpretation model. Sophisticated tooling allows for rapid optimization – interaction data is automatically grouped for context and fed back into the system, allowing the virtual assistant to continuously learn and advance to handle more complex customer engagements. The platform balances the benefits of machine learning with human knowledge and skill, allowing trained agents to engage and curate how Nina responds when presented with the occasional unfamiliar request. This approach ensures a fast, yet graceful, response to changing market conditions.

Seamless integration
Nina seamlessly integrates into human-assisted engagements by transferring all important data when switching to live chat, ensuring that the user experience is never interrupted. By referencing 3rd party data, Nina is able to inform context, based on account and product information, and complete transactions.

Secure
NinaID ensures your customers are who they say they are without ever leaving the Virtual Assistant conversation, with secure Multifactor Authentication through Biometrics. Adding an unmatched level of security and fraud prevention to conversations happening on your website, within messaging apps and even via SMS, allows your customers to be automatically authenticated by saying a simple spoken passphrase or taking a selfie.

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Leverage Nuance Customer Engagement Platform for –

Business rule targeting
The targeting engine chooses between virtual assistant or live chat agent based on user behavior, profile and page, on a per conversation basis to serve the right digital interaction to the right visitor at the right time.

Comprehensive back-end reporting capabilities
Analytics from automated and human-assisted engagements are used to measure and optimize your business KPI along the funnel to provide the interaction leading to optimized revenues, costs and user satisfaction.

Branded experience
Virtual Assistant & live chat integrate into the same elegant, floating, engagement window, so contact and context are never lost. This user experience is personalized to your brand, with the ability to customize the positioning or branding and provide A/B testing without any changes required.

Channels
Nina offers your customers a consistent experience across web and mobile channels. A familiar voice will answer the request whether it's typed into a computer, tapped on a screen or spoken into a device.

Desktop browser
Customizable personas reflect your brand's identity for a virtual assistant tailored to your unique business needs. They provide a natural, conversational interface that understands what your customers need and navigates them to the right place quickly and accurately.

Mobile browser
Nina works with any mobile website to deliver a concierge-like service experience without the need for expensive site redesigns or hassle of additional web pages.

In-app
Nina amplifies engagements within your mobile app, transforming it into an intelligent self-service tool. A conversational interface creates effortless consumer interactions that increase self-service containment, improve conversion rates, and encourage ongoing use.

SMS and messaging apps
Transform text messaging into a cost-effective channel for customer service to deflect engagements on more expensive channels. Whether customers are responding to a reminder, starting the dialog with a text to a toll-free number, or connecting with you through a messaging app, the automated conversation is intelligent and natural, creating an experience your consumers will prefer.

Why we are driving results

Efficient
A virtual assistant provides the quickest way to give customers the answers they need, using natural conversation.

Consistent
Nina offers customers a consistent experience across digital channels. This ensures the quality of service the customer expects.

Enterprise-ready
Nina is built for large enterprises, supporting each company's unique brand, data privacy and security, and system integration requirements to deliver complete solutions and high ROI.

Learn more about Nina and how to make it a part of a true omni-channel experience.

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.

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