

# Empower your agents with AI for improved experiences

Improve customer satisfaction and drive increased revenue with machine learning and AI.

Agents and customer-facing employees are the frontline to a customer's relationship with the brand. Every interaction creates an opportunity to improve—or damage—a customer relationship. Yet agents may not have the right knowledge due to tenure, different skill levels, or working remotely—making it harder to deliver consistent engagements, ensure customer satisfaction, and improve their own job satisfaction.

## Better preparation = better outcomes

Nuance Agent Solutions help organisations improve agent operations by boosting satisfaction and efficiency while lowering turnover rates and reducing ramp-up times. When agents are better prepared, they can more confidently assist customers with relevant and timely information and intelligently coordinate multiple engagements at the same time – streamlining customer engagement and promoting higher satisfaction.

## Support agents with AI and machine learning

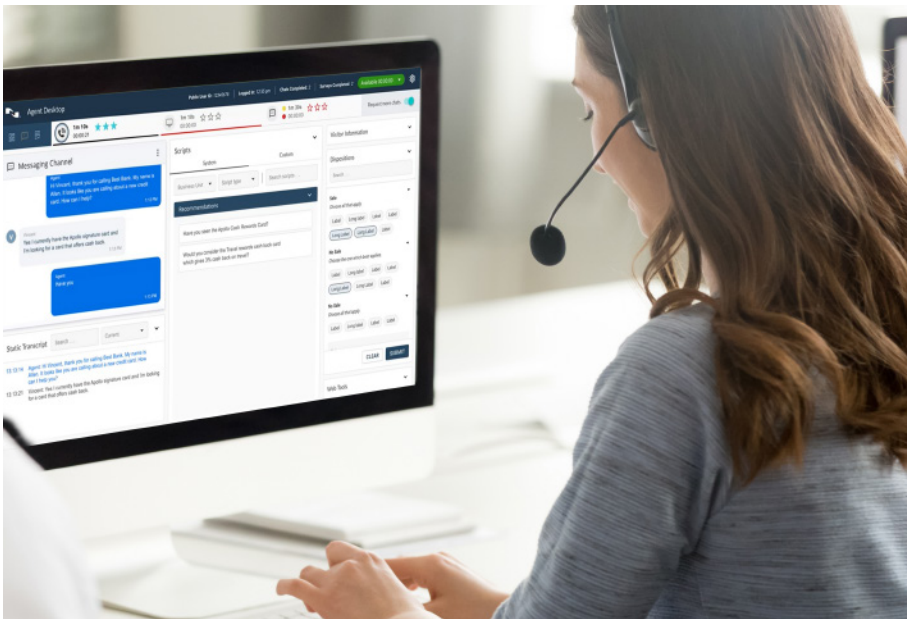
By providing contact centre agents with real-time guidance using AI and machine learning, organisations can monitor and assess customer conversations (both automated and live) to prevent customer churn and grow revenue through upsell and cross-sell opportunities. Nuance Agent Solutions provide:

- **Agent Coach next-best-response/action recommendations:** Monitors active conversations between consumers and agents and uses machine learning and NLU algorithms to deliver relevant real-time insights as well as proactive recommendations. Agent Coach integrates into any agent desktop and supports text-based conversations to meet the needs of digital agents.
- **Sentiment analysis and CSAT prediction:** Provides cues into customer emotion and attitude – helping agents deliver more empathetic responses for a better customer experience along with special offers.
- **Auto-summarisation:** Reduces post-engagement work for agents—each conversation is automatically transcribed and summarised, while masking sensitive data to ensure full compliance.

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## BENEFITS

- **Improves customer satisfaction:** enables agents to support customers more effectively in less time.
  - **Increases agent satisfaction and lowers agent turnover:** delivers consistent information at the right time to help agents do their best work.
  - **Boosts revenue:** creates more valuable up- and cross-sell opportunities.
  - **Shortens agent ramp-up time:** reduces training time through easy access to a constantly optimised knowledge pool.
  - **Promotes greater trust:** increases customer trust in the brand as agents provide timely, reliable information without need to seek assistance.
  - **Mitigates risk:** monitors conversations to ensure agent compliance with regulations and best practises.
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- **Auto-disposition:** As part of summarisation, the status of each conversation (resolved, referred, follow-up, etc.) is automatically denoted to speed resolution and reduce post-engagement work for agents.
- **Agent desktop:** Provides relevant and timely information and helps agents intelligently coordinate multiple engagements at the same time across messaging, voice, and text channels.
- **Supervisor desktop:** Allows detailed visibility into the status of the customer engagement program and identifies trends in individual agent performance and areas of improvement.

### Decrease average handle time and boost security

Agents spend too much time validating customer identities. Pair Nuance Agent solutions with biometric authentication which uses AI to verify customer identity and prevent fraud – streamlining engagements and allowing agents to focus on customer needs and not PINs and passwords.

### LEARN MORE

Visit [nuance.com](https://nuance.com) or contact us at [cxexperts@nuance.com](mailto:cxexperts@nuance.com) to learn more about how Agent Coach can help you agents and your customers.



### About Nuance Communications, Inc.

[Nuance Communications](https://nuance.com) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others.