NUANCE

The fast track to intelligent engagement

Get powerful conversational AI capabilities in the blink of an API.

Contents

Nuance core technologies—speech-to-text, Natural Language Understanding (NLU), and text-to-speech—are available as cloud-native microservices, enabling you to accelerate the development and deployment of innovative customer engagement solutions.

Nuance intelligent engagement APIs for conversational AI services

Now, it's even easier to take advantage of the engines that drive the Nuance Intelligent Engagement Platform.

Nuance APIs are built on more than 25 years' experience of pushing the boundaries of AI, speech, and natural language understanding technologies.

Choose only what you need and deploy where you want, how you want. And while you're building the solutions that will redefine your market, you can always call on expertise from the people who are defining the future of conversational AI.

Harnessing the power of APIs

More speed
– Move as fast as you need to, with instant access to ready-to-use, market-leading conversational AI technologies, reducing the need to rely on vendors' timelines.
– Give your customers advanced conversational AI features and capabilities without the time and expense of building them in-house.
– Quickly deploy cloud-native microservices to create the intelligent engagement experiences that set your brand apart.

More choice
– Choose the microservices that suit your needs, and integrate with Nuance or non-Nuance services for a complete solution.
– Consume and pay for* only the capabilities you need, reducing the costs of building your ideal solution.
– Develop cohesive conversational AI applications spanning multiple channels, reducing development, test, and maintenance costs.

More flexibility
– Deploy as part of a full conversational AI suite or deploy just the services that give you the specific capabilities you need.
– Choose Nuance-hosted, deploy on-premises, or host in a third-party cloud, including AWS, Microsoft Azure, and Google Cloud.
– Depend on expert support from our experienced conversational designers and professional services teams whenever you need it.

Quickly deploy cloud-native microservices to create the intelligent engagement experiences that set your brand apart.

*Pay-per-use model currently for Nuance-hosted deployments only

Pay-per-use and subscription models available to optimize your costs.

Key benefits of Nuance APIs

Speed
Move quickly, with fast, simple deployment and configuration

Elasticity
Expand your capabilities with ease, with dynamically scalable services

Choice
Build your ideal solution by integrating the right Nuance services with other Nuance or non-Nuance services

Flexibility
Choose Nuance-hosted, on-premises, or third-party cloud deployment

Savings
Optimize your costs with pay-per-use and subscription models*

Expertise
Learn from the speech experts and get help at any stage of your project

*Pay-per-use model currently for Nuance-hosted deployments only

Nuance APIs give you a fast, flexible way to access the power of our market-defining speech engines.

Innovative speech technologies to help you deliver seamless self-service automation

Access advanced speech technologies

Speech-to-Text
Build self-service applications that stand out from the crowd, with STT technology that supports fast, efficient, effective, and accurate customer experiences.

– Nuance's real-time, large vocabulary, continuous speech recognition engine
– Powered by adaptable data-rich deep learning models
– Excellent recognition accuracy out of the box, enhanced with custom, domain specific language and acoustic modelling
– Supports the transcription of command and control, transactional, and open dialog input
– Combine with Nuance Experience Studio and NCLI to customize and train models

Text-to-Speech
Create a human voice for your brand and deliver engaging, personalized interactions in any self-service application.

– Highly competitive enhanced voices powered by deep learning
– Full suite of tooling available, including in-line markup and Vocalizer Studio
– Over 120 voices across 54 languages (and counting), including multi-lingual and multi-style voices
– Timbre control that can change voice character on the fly

Natural Language Understanding

Offer amazing self-service experiences with highly accurate NLU technology that understands what customers mean, not just what they say.

– Enterprise-grade text-to-meaning engine using ontology and concept-based language understanding
– NLE processes inputs provided by our Text Processing Engine and identifies the intent of the customer, as well as relevant parameters
– Use Nuance Experience Studio (NES) tooling to customize Semantic Languge Models

Dialog

Create powerful, two-way conversations to better determine customer needs and improve self-service.

– Intuitive visual interface to orchestrate Conversational AI-driven dialogs for voice and digital channels
– Create multi-language, multi-channel and multi-modal experiences in a single project
– Standard channel integrations:
  – VXML Connector (integration with IVR platforms with Nuance SpeechSuite)
  – Integration with NDEP provides web chat widgets, mobile SDKs, social media adapters
  – gRPC
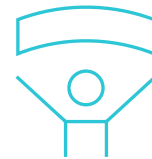
Nuance APIs give you the flexibility to choose what you need and deploy where you want—in the cloud (yours, ours, or a 3rd party), or on-premises

Learn more

Get access to our Enterprise Sandbox—speak to your Nuance representative or reach out to us at cxexperts@nuance.com.