

A flexible IVR you can count on. Nuance Cloud IVR.

Step up to the most advanced cloud-based customer service platform.

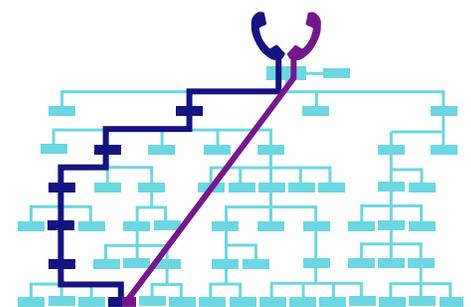
Time for the cloud

Today life moves at a faster pace, and customers continually expect more. At the same time, businesses are under constant pressure to innovate, to keep up with emerging technologies and trends, and to continuously improve the customer experience—without increasing costs.

Success lies in a robust, flexible cloud infrastructure. Nuance Cloud IVR is a cloud based platform that offers natural, human like interactions that deliver differentiated customer experiences while giving organizations increased flexibility, faster time to market, and reduced operational expenses. Building on the Nuance Intelligent Engagement Cloud, Nuance Cloud IVR combines the latest in our natural, conversational AI technologies with a powerful cloud platform for a powerful, end-to-end solution.

Customer benefits

- **Reduced operating costs.** With a SaaS model (Software-as-a-Service), organizations pay only for what they need each month and better utilize their Operating expense (OpEx) versus large Capital expense. Plus with Nuance managing the infrastructure, there is no need to worry about the expense of additional hardware or software upgrades.
- **Increased flexibility.** Focus on core competencies and leverage Nuance's years of IVR deployments to help you get up and running with confidence. Plus with standard templates and infrastructure ready to go, organizations can make faster adjustments to the IVR. Companies with lower call volumes can get into a cloud IVR based on their needs then scale quickly as necessary. Finally, Nuance Cloud IVR scales up and down quickly as business demands adjust.
- **Faster time-to-market.** Get the IVR up and running within weeks due to standardized platform set up with telephony, production, and test environments included – no need to invest time and resources.
- **Peace of mind.** Nuance manages the IVR infrastructure, so you don't have to worry about uptime or system outages. Nuance Operations Center (NOC) manages uptime and monitors the solution 365 days a year – allowing you to focus on your business.



Conversational IVR:

"I want to move \$100 from my savings to my checking account."

Older touch-tone and directed dialog-based IVRs:

"Say checking or press 1, say credit cards or press 2..."

Key Features of Nuance Cloud IVR

Natural, intuitive conversational IVR experience

- Natural, human-like interactions allows callers to interact in their own words for an intelligent, personalized experience as if they were speaking to a live agent.
- Ability to anticipate customer needs and intuitively help customers to self-serve and successfully resolve their own issues.
- DIY Tooling – Create and customize your IVR services and menus quickly with Nuance Mix.

Always on and updated technology

- Cloud IVR runs 24/7, 365 days a year ensuring confidence that your customer's IVR experience is available when they need it.
- Technology is always up-to-date with the latest innovations. No more hardware and software upgrades – Nuance manages all that on your behalf

Secure, hosted platform

- Running on leading 3rd party cloud providers ensures the platform and your data is always secure and protected.
- The latest security innovations are applied automatically. Powerful, flexible IVR platform
- Handle call bursts to 120% of projected capacity to ensure callers get the service they need even during peak times. All without adding additional staff or hardware.

Advanced reporting

- Identify trouble spots in the IVR with Nuance Insights reporting included at no extra cost (ten licenses). Insights provides standard out of the box reports for telephony traffic, dialog nodes, and conversation review to analyze customer experiences.



Nuance Cloud IVR

- Natural, intuitive and conversational experience
- Always on and updated technology
- Secure, hosted platform
- Powerful and flexible
- Advanced reporting

LEARN MORE

Discover how [Nuance's Cloud IVR](#) can help you create a true omni-channel customer experience.



About Nuance Communications, Inc.

[Nuance Communications](#) (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.