

# Nuance Insights for IVR.

Reporting and analytics that help you visualize and optimize your IVR applications.

Are you maximizing the investments made in your IVR? Do you know where improvement opportunities lie? A data-driven understanding of IVR application performance is essential to achieving Key Performance Indicator (KPI) goals and maximizing return on your investment. From visibility into current call flows to trend data over time – you need the ability to identify specifics that help you understand how customers are interacting with your system. Without this detailed knowledge, it's nearly impossible to understand root causes for IVR issues or drive improvements.

That's where Nuance comes in. Nuance Insights for IVR is a robust, reliable reporting and analytics solution that provides near real-time understanding of key metrics and changing usage trends – intelligence that helps you drive ongoing IVR optimization to improve ROI. Powered by best-in-class data visualization capability, Insights for IVR delivers advanced, actionable, and easy-to-use analytics for IVR applications.

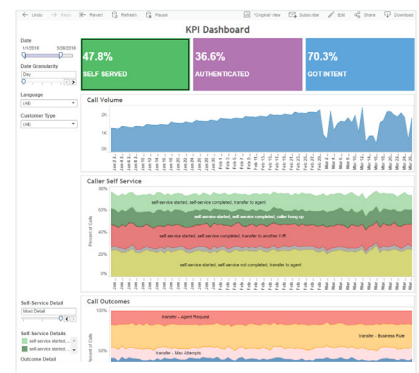
Nuance Insights for IVR answers important questions about your IVR

application, including where and why calls are being misdirected, issues impacting containment rates, routing, handle time and satisfaction. Users can also use powerful filtering capability to investigate application performance metrics by caller segment or other custom segmentation. This data enables your business to:

- **Maximize return on IVR investments.** Continual measurement and customer journey data provides insight on performance measures like containment, AHT and self-service rates—insight that enables you to tune your application to improve customer satisfaction and maximize ROI.
- **Increase efficiency.** Powerful data visualization and user-friendly dashboards make it fast and easy for you to gain meaningful understanding from IVR usage patterns.
- **Minimize operational risk.** A solution built for security and reliability, while also offering the ability to scale to meet changing business needs.

“Finally – a tool that can give true real-time insight into caller interactions with an intuitive and simple interface. Big Data – it's not just a buzzword with IVR, it's a way of life and Nuance Insights for IVR is the right first step in realizing that fact.”

Senior Application Development Consultant – IVR



**How it works**

Insights for IVR pulls data from a variety of log formats from Speech and DTMF applications (including Nuance Recognizer 9.0 and higher) and presents the results in easy-to-understand, highly visual reports including reports on commonly used KPIs, caller behavior trends and more. Custom KPIs can be set at the time the system is deployed.

Drill down and drill through views provide detailed insight into IVR application activity, enabling you to quickly identify specific opportunities for improvement.

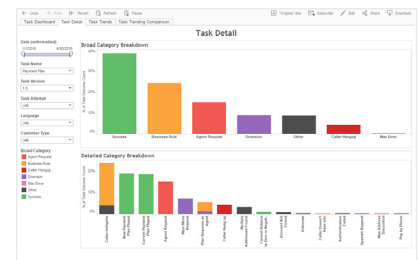
Nuance Insights for IVR gives you access to a rich set of capabilities and features including:

- Out-of-the box and customizable reports, ad-hoc reports
- Customizable dashboards and views
- Utilize power of Tableau for reports
- Flexible, user-friendly interface
- Near real-time data visualization
- Drill-down and drill-through capabilities
- Multi-tenant platform
- Custom integrations with contact center applications
- Scalability and robustness with built-in redundancy
- Device and platform independency

Insights for IVR is available for both on premise and hosted (Nuance on Demand) customers and leverages the deep experience Nuance has built over hundreds of IVR

application deployments for the nearly two-thirds of Fortune 100 companies worldwide that rely on Nuance solutions.

For more information on how Nuance Insights for IVR can support your business, contact your Nuance sales representative.



**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](http://nuance.com).

