

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 an intuitive 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.

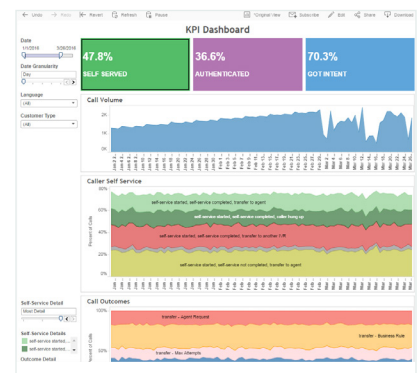
Nuance Insights for IVR reduces the effort required by staff to gain

meaningful understanding from IVR usage patterns, 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 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.

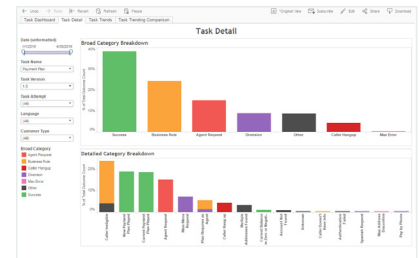
Nuance Insights for IVR gives you access to a rich set of capabilities and features including:

- Out-of-the box and customizable reports, ad-hoc reports
- Customizable dashboards and views
- Utilizes the 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 reliability with built-in redundancy
- Device and platform independency

Insights for IVR is available for both on-premise and hosted (Nuance Intelligent Engagement Cloud) 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 Enterprise is reinventing the relationship between enterprises and consumers through customer engagement solutions powered by artificial intelligence. We aim to be the market leading provider of intelligent self- and assisted-service solutions delivered to large enterprises around the world. These solutions are differentiated by speech, voice biometrics, virtual assistant, web chat and cognitive technologies; enabling cross-channel customer service for IVR, mobile and web, Inbound and Outbound; and magnified by the design and development skill of a global professional services team. We serve Fortune 2500 companies across the globe with a mix of direct and channel partner selling models.

