Natural Language Call Steering Portal

Call Steering Package – for quick creation, deployment and optimization.

Delivering a great customer experience has become an obsession as enterprises seek to differentiate customer service and build brand loyalty. More and more contact centers are investing in cutting edge technologies that offer optimized service and reduce consumer effort. One of the most effective ways to achieve both of these goals is to deploy a Call Steering Solution in your IVR. Call Steering based on NLU makes life easy for consumers by simply asking them "How can we help you today?" The consumers can then describe their problem in their own words, without having to try to match the question to lists of predetermined options. This results in improved satisfaction, fewer misrouted calls and greater IVR automation by connecting callers quickly to the service they need.

Today, natural speech recognition and natural language understanding (NLU) are deployed by – or at least on the to-do list of – most customer service departments. But NLU solutions have traditionally

been expensive and complex to deploy, requiring deep expertise to develop and maintain. For these reasons, NLU technology has not been accessible to many enterprise customers outside of the Fortune 500 … until now.

Call Steering Package provides a natural advantage for creating, deploying, and optimizing the contact center's most valuable speech recognition application; Call Steering. Nuance packaged years of experience and innovation in NLU into Call Steering Package, helping customers deploy world-class natural language Call Steering solutions independently. With Call Steering Package, you can deliver a natural language routing application that creates brand differentiation by improving customer satisfaction while reducing contact center operational costs (increasing the containment rate and reducing call misroutes), all while getting the benefit of continuous improvement based on Nuance's unparalleled experience.

Natural Language Call Steering Portal is a webbased portal for quickly creating, deploying and optimizing a natural language Call Steering solution

– **Fast and affordable delivery of world-class natural language speech applications.** Reduce costs, shorten time to-market and deliver a better customer experience with an online portal for rapidly crafting and launching Call Steering application solutions.
– **Speech science innovation at your fingertips.** Put natural speech recognition within your reach with automated guidance and tools for the entire lifecycle.
– **Continuously improve your application with connection to the Natural Language Call Steering Portal.** Benefit from Nuance's extensive natural language experience through ongoing updates and additions of other advanced solutions such as Nina, for the latest in technology and best practices.

Nuance NLU Call Steering Portal

Telco

 Before

After

Banking

 Before

After

Healthcare

 Before

After

 NUANCE

Call Steering Portal Features and Benefits

Natural Language Call Steering Portal Applications Delivered Faster
– Deliver the fastest ROI available for natural language speech solutions
– Provide the caller experience that your customers demand starting at enterprise contact centers' first touch point
– Maintain your solution using industry best practices without becoming a speech scientist

Natural Language Call Steering Portal Key Features
– A simple GUI that puts you in control of your contact center's most important application
– Automated processes to reduce effort required and illustrate call steering best practices
– Guided application grammar optimization with accuracy analysis tools to maximize success
– Proven, pre-packaged application so that you can focus on caller experience instead of application development
– Portal dashboard to track progress and effectively manage your solution
– Business-driven reporting to understand caller behavior
– Broad language support based on Nuance's global experience

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.

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