Recognizing the power of speech.

Recognizer 11 leverages advanced AI to deliver more human-like interactions and reduce costs.

Consumers today place a high value on speed and convenience, becoming increasingly comfortable with artificially intelligent self-service to answer questions and solve problems. More human-like, conversational customer care increases self-service, helps differentiate brands, and improves customer satisfaction.

Nuance delivers a modern voice engagement experience that enables cost savings and simplifies customer service operations. Nuance Recognizer 11 is the software at the core of our contact center automation solutions, designed to work seamlessly in both on premise and cloud-based environments.

Recognizer 11 has been enhanced using advanced technologies like deep neural networks and machine learning for more accurate, expedient, and autonomous interactions that increase customer satisfaction and enable new, virtual assistant-style experiences.

Cloud-ready capabilities, sensitive data management, and advanced monitoring and deployment management, give businesses unprecedented flexibility to create and operate speech resources.

Together, these capabilities add up to unparalleled levels of accuracy, reliability, and ease of use that will transform the way you care for your customers.

The most advanced natural language support
Callers experience the freedom to use their own words to navigate to answers and complete more complex tasks. Nuance Recognizer 11 considers context and intent—and holds that insight through multiple steps—enabling both proactive suggestions and faster resolution, leading to improved customer satisfaction.

Integrated tooling for application creation and management
Comprehensive, easy-to-use tooling enables you to automate complex interactions and quickly build and refine applications on your own, on demand. Pre-built language models and domain packs speed time to market.

Support for multiple languages
Nuance Recognizer 11 is available for more than 75 languages and dialects. It can even recognize several language grammars in parallel to address the needs of caller populations that speak multiple languages.

AI delivers powerful capabilities
– Reduce customer frustration with high accuracy, AI-based speech recognition
  Multi-layer customization allows tuning to specific needs. Custom weightsets keep the focus on concepts that matter most.
– Improve customer experience with dynamic, contextual understanding
  Neural network-based recognition engine captures near-real-time, contextual meaning to deliver more human-like interactions, as well as faster, more contextually accurate voice-to-text.
– Lower operating costs with new opportunities for automation
  Reduce call durations and increase containment and self-service success with accuracy that reserves agents for more complex, high-value tasks. Quickly enable quality speech by using ready-made Language and Domain Packs built with machine learning.
– Act in real-time to help customers using frame-based recognition
  Act as soon as key words are spoken with real-time audio transcription, delivering in-process results to the application and speeding your customers to what they need.
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.