Omni-Channel Customer Engagement
Workforce engagement to win,
retain and serve customers.

Data Sheet

Innovative, efficient contact center operation.

Automated and human assisted engagement technology for a streamlined workforce.

Deploying customer engagement technology is the first step for a successful contact center operation, but it shouldn't be the only one. In addition, enterprises require a streamlined agent workforce that assists their customers the best way possible. A combination of intuitive tools for chat agents and supervisors and a trained workforce will drive continuous improvements, keep your agents engaged and exceed results.

Chat agent workforce tools

Nuance Digital Engagement Platform includes a variety of tools that support the contact center operation. One of the biggest challenges for enterprises is the ability to engage with their customers on any channel without creating silos.

Chat agents need to be able to address every customer need in an appropriate way, for example, sending short and precise answers via SMS without switching between different interfaces. Instead, having an easy view of important information, like which channel the customer is coming from, helps them to be more efficient.

Nuance Agent Desktop for Live Chat enables your chat agents to take care of your customers. Intuitive tools and easily accessible information help them to be more efficient, effective and to provide answers fast.

Nuance Supervisor Desktop for Live Chat assists your contact center managers with real-time information. A customizable view for engagement insights and smart indicators ensures that the manager always has the back of their chat agents.

Nuance chat agent workforce tools deliver:

– Increased agent efficiency and satisfaction
  - Easier access to relevant information, so the agent and the supervisor can provide assistance in a timely manner, using, for example, CRM widgets, chat agent scripts, agent-to-supervisor messaging and more.
  - Ability for chat agents and contact center managers to organize their desktop to their

Nuance automated and human assisted technology combined with optimization of the chat agent program deliver real business results.
– Reduced average agent handle times
– Increased agent utilization
– Higher customer satisfaction scores
– Faster first response time

NUANCE

Omni-Channel Customer Engagement
Workforce engagement to win,
retain and serve customers.

Data Sheet

liking, using modular widgets and customizable views.
- Ability to integrate with an agent-facing virtual assistant for quick help powered by AI.

– Streamlined contact center operation
  - Efficient agent operation, including faster disposition, advanced script settings, and ability to handle multiple conversations with intuitive views for active and pending engagements.
  - One desktop for all live engagements in digital channels like website, messaging, social and mobile apps.
  - Future proof design that addresses the need of customers to engage in any channel in real time or asynchronously, over time.
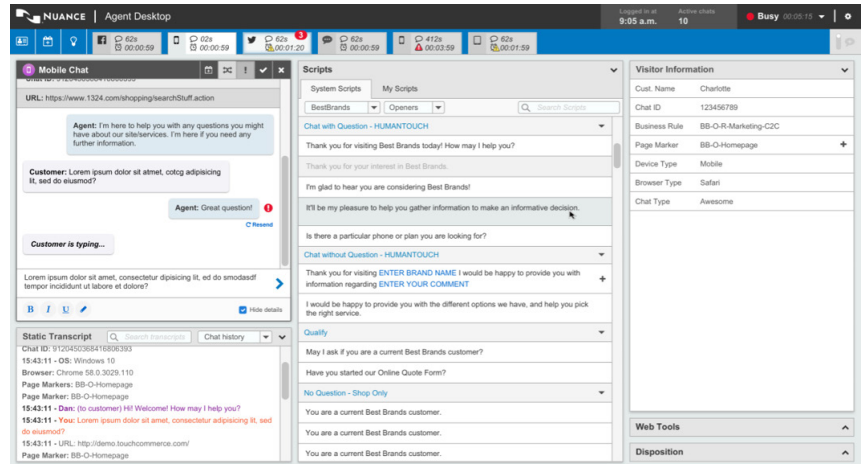
Chat Agent Training

Whether you have your own chat agents or want us to take care of that, we have you covered. Our team's goal is to improve the program performance and enable you with innovative technologies and processes. Extensive training before deployment and ongoing optimization ensure your chat agents and their supervisors are equipped with everything they need to succeed.

Click here to learn more about Nuance Workforce Management.

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.

NUANCE