

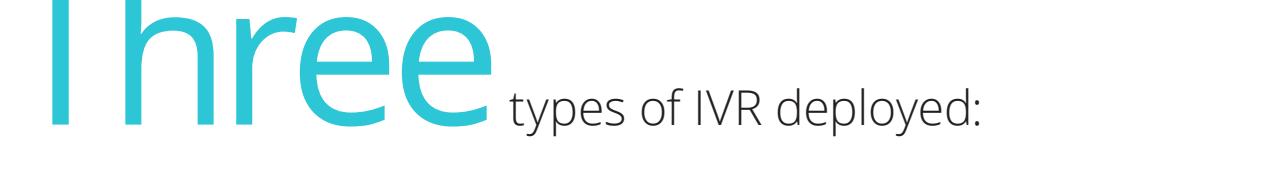
# The world's voice channels weren't ready.

For many contact centers, 2020 brought record call volumes and diminished capacity. In such times, a full-featured IVR can be a huge advantage. But our research suggests the world's voice channels weren't ready.

## OUR DATA SAMPLE

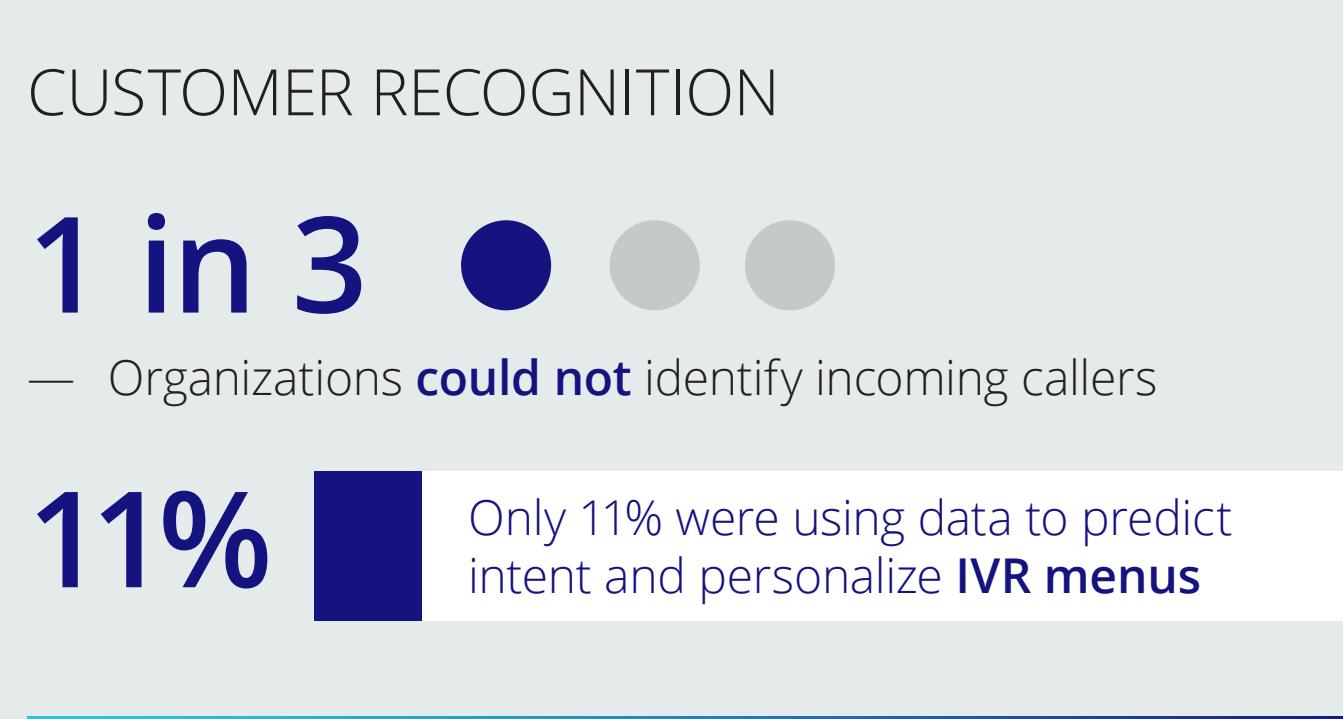
160+	25	1
organizations worldwide <sup>1</sup>	countries worldwide <sup>2</sup>	Industries represented

# Three types of IVR deployed:



The slide features a large, bold title 'Three types of IVR deployed:' in a teal font. Below the title are three circular gauge charts. The first chart on the left is red and shows 60%. The middle chart is blue and shows 26%. The third chart on the right is green and shows 14%.

- 1. Data submitted by organizations between
- 2. Excluding China and Japan

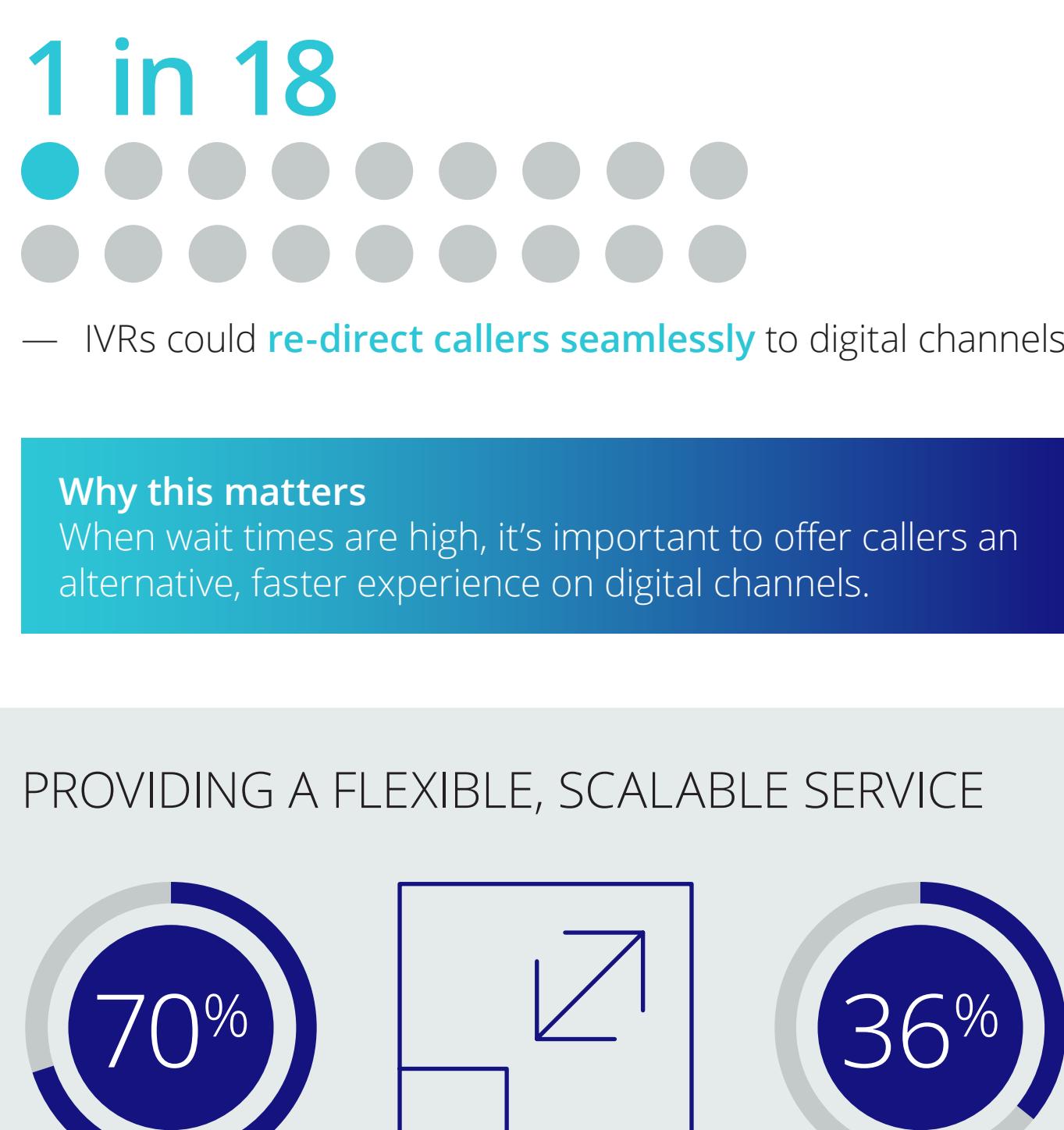


When you know who's calling and why.



## authentication in their IVR

In-IVR biometric authentication streamlines your customer's experience and helps reduce fraud criminals out.



of IVRs required callers to use closed menus and were either pure or hybrid cloud deployments.



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