

customer care solutions from Nuance

The experience speaks for itself™



About Nuance Enterprise Services: Working with Avaya

Customer Interaction Solutions that...

- Increase Customer Satisfaction
- Reduce Operational Costs
- Improve 1st Call Resolution
- Maximize Agent Efficiency

Nuance is a Premier Avaya Partner



DEVCONNECT
PLATINUM

- IVR
Avaya IR and Avaya Voice Portal
- CTI
Avaya AES, Avaya CCE and Avaya IC
- IDE
Dialog Designer and Nuance Development Framework

Industry Expertise

- Health Insurance
- Banking
- Life & Retirement Services
- Retail
- Telecom
- Utilities
- Insurance
- Travel & Hospitality
- Government
- Education
- Transportation

Enterprise-Level Customers

- AOL
- Aegon
- Aetna
- Citibank
- City Public Service Energy
- Commerce Bank of New Jersey
- Dell
- Delta Airlines
- Deluxe Corporation
- Fidelity National Information Services
- GE
- Genworth
- Harte-Hanks
- InterContinental Hotels
- Limited Brands
- Marriott
- Marsh
- MetLife
- Morgan Stanley
- New Jersey Transit
- QVC
- Quest Diagnostics
- Sears
- Sedgwick CMS
- Southwest Airlines
- State Farm Insurance
- Time Warner Cable
- Virgin Mobile Canada

Contact Center Solutions since 1989

Nuance has extensive experience addressing the unique needs within a myriad of industries. We are committed to being the leader in delivering enterprise level contact center solutions. Nuance ensures creation of best-of-breed customer interaction solutions through our strong partnerships with premier technology companies like Avaya. We are a **Platinum DevConnect Member** and have won **Avaya's ISV of the Year Award**.

Nuance is Avaya's largest business partner and reseller in the IVR, Speech, Desktop and CTI space, as we can provide a turnkey solution using all Avaya products.

Comprehensive Range of Services

Nuance is the world's largest consulting and systems integration firm specializing in enterprise-level customer interaction solutions. We help companies better support, communicate with, and understand their customers –

- Assessing the customer's contact center needs, creating a strategic roadmap, evaluating the ROI, crafting supporting documents and managing the implementation.
- Designing and deploying inbound and outbound customer care solutions.
- Integrating IVR, CTI, agent desktops, and databases across multiple vendors.



Nuance Enterprise Services: Who We Are

Nuance Professional Services

Organizations who are committed to delivering high quality, differentiated customer care trust Nuance Enterprise Services to provide the full range of services required to plan, design, develop, deploy, and optimize their customer interaction solutions. We have unparalleled contact center services knowledge, including twenty years of developing IVR, call routing, desktop, authentication and reporting solutions utilizing all leading platforms and technologies.

- **Largest Professional Services team focused on solutions for the contact center**
 - 300+ Systems Integrators, Solution Architects, and Application Developers
 - 100 Voice and Graphical User Interface Design Experts
 - 50 Speech Scientists specializing in computational linguistics and acoustic modeling
 - Project Managers experienced in complex, enterprise-level, contact center deployments

Why Nuance Professional Services

- More than four thousand speech-enabled self-service deployments in over **23 languages and dialects**
- Nuance speech solutions automate **more than 7 billion caller interactions** each year
- **Many companies have been Nuance customers for >15 years**
- More than **two-thirds of the Fortune 100** use Nuance speech solutions
- Responsible for **more than 75% of all VXML deployments** in the Americas
- **Terabytes of performance data** providing unmatched insight into caller preferences for maximum self-service usage
- The **Nuance Delivery System leverages our proven process, tools, and reusable assets** that create efficiencies in our projects

Need more info?

Just call 1-781-565-5000 and ask for the sales team.

About Nuance Communications

Nuance is in the business of helping companies better support, communicate with and understand their customers while maintaining operational efficiency goals. Nuance currently supports over 8 billion care interactions around the world. No other company has as much experience as Nuance in understanding how customers interface with a care operation. Our vision is to make every customer interaction a winning experience. For more information about our customer interaction solutions, business consulting and professional services, please visit www.nuance.com/care.

Nuance Business Consulting

Nuance Business Consulting

provides strategic guidance in creating actionable roadmaps for implementing and optimizing customer interaction solutions that reduce costs, drive revenue, and improve customer satisfaction.

- Vendor and technology agnostic approach
- High customer satisfaction levels have caused **more than 90% of our consulting customers to re-hire us** for additional engagements

Nuance University

Nuance University is the most experienced training team with the most comprehensive curriculum on topics specific to Speech Self-Service Solutions, leveraging experience and best practices gained through thousands of Nuance customer deployments.

NEW! Nuance Notification Hub

The Nuance Notification Hub provides the complete solution for multichannel outbound campaigns that reduce costs and generate revenue opportunities through personalized cross-sell and up-sell offers.