

customer care solutions from Nuance

The experience speaks for itself™



Nuance Foundation Technologies :: Nuance Recognizer v9

- **High Accuracy**

Increase the efficiency of your interactions with callers using state-of-the-art acoustic models and natural conversations that make it easier to resolve issues on the first call.

- **Superior Reliability**

Increase the efficiency and scalability of your resources with load balancing, resource management, multitenancy, and centralized logging and monitoring services that lead to high service availability.

- **Ease of Deployment and Maintenance**

Increase the efficiency of deploying, configuring, controlling, and monitoring Nuance self-service systems with a management station that provides centralized operations, administration, and management (OA&M) capabilities.

The Best-of-Breed Speech Recognition Solution for IVR

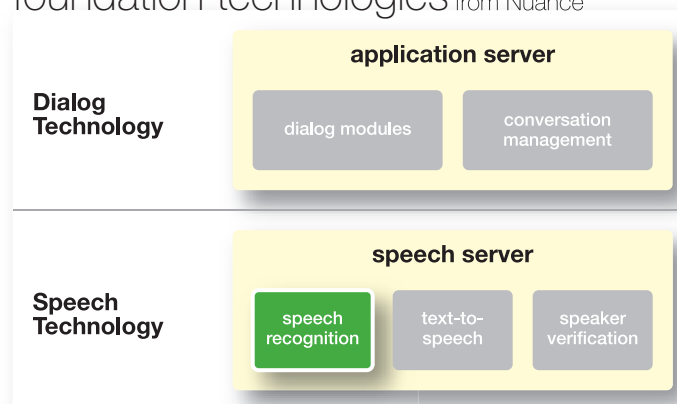
In recent years, the dynamics of customer care have undergone significant changes. Customer demands and expectations are increasing, while the costs of delivering superior service continue to rise. What's more, business inefficiencies often impede delivery of exceptional service and drag down the bottom line. How can organizations improve business performance to ensure consistently high customer satisfaction while controlling costs?

More and more organizations are turning to Nuance for solutions that transform the way they care for customers, business partners, and employees. Nuance Care Solutions help organizations enhance business efficiency, better satisfy customers' demands, and achieve differentiation through superior service. By investing in speech-based self-service solutions, organizations benefit from better business performance, including higher automation rates and improved customer satisfaction.

Nuance Recognizer v9 is the best-of-breed speech recognition software that dramatically increases the efficiency of your self-service solutions.

Delivering high recognition accuracy and enabling more natural conversations, Nuance Recognizer v9 allows your callers to experience more efficient and satisfying self-service interactions. Built-in load balancing, multitenancy, and centralized logging support more efficient use of computing resources. Centralized server management—with OA&M capabilities, reporting, and other analytical functions—simplifies deployment and maintenance of your self-service solution. 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.

foundation technologies from Nuance



features and benefits

Best of the best – *Nuance Recognizer v9* draws upon the combined expertise, research, and code bases of the two market-leading speech engine providers.

Intelligent, flexible conversations – *Nuance Recognizer v9* promotes more natural interactions with callers through features like one-step correction, implicit confirmations, mixed initiative, robust parsing, selective barge-in, information-based dialogs, and conversation management.

Nuance Recognizer v9 has been shown to deliver exceptional accuracy and reliability results, compared to predecessors such as OpenSpeech Recognizer 3:

average 27% error reduction across multiple tasks and languages

average 45% improvement in detecting speech in noisy environments

average 18% reduced CPU usage across multiple tasks and languages

Accuracy in noisy environments – Robust acoustic models, advanced confidence scoring, and superior endpointer detection result in more successful interactions with the system—even when calls are placed from environments with lots of background noise.

Support for multiple languages – *Nuance Recognizer v9* is available for over 44 languages and dialects around the world. It can even recognize from several language grammars in parallel to address the needs of caller populations that speak multiple languages.

The most advanced natural language support – Through advancements in the semantic and language modeling of SpeakFreely™, *Nuance Recognizer v9* is unsurpassed in its ability to interpret open-ended responses. The latest breakthrough, Matrix NLU, enables SpeakFreely to react to multiple pieces of information in a caller's unconstrained request. As a result, callers can interact with your self-service solution using more natural, conversational speech.

Continuous recognition improvement – *Nuance Recognizer v9* learns and improves on its own over time thanks to built-in tuning. What's more, Nuance Application Reporting gathers the business intelligence needed to recommend broader tuning initiatives.

High availability and reliability – The Resource Manager provides load balancing, failover, and fault-tolerance capabilities to ensure high service availability and cost-effective, reliable operation.

Centralized server management – The Nuance Management Station provides powerful, secure OA&M capabilities, including consolidated logging, monitoring, and reporting, that simplify efficient management and maintenance of the speech-based self-service system.

Standards support – *Nuance Recognizer v9* includes support for emerging and accepted standards such as EMMA, SRGS, SISR, NLSML, and MRCPv2.

Multitenancy – Multiple speech-based applications can share the same server and still be tracked separately for logging and reporting tasks.

about Nuance Communications

Nuance is the leading provider of speech and imaging solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with information and how they create, share and use documents. Every day, millions of users and thousands of businesses, experience Nuance's proven applications and professional services. For more information, please visit www.nuance.com.

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