

Effortless self-service experiences with Nuance Virtual Assistant

The fastest way to give customers the answers they need.

Nuance Virtual Assistant utilises the latest AI advancements for deep neural networks and machine learning that together with years of experience in developing and designing conversational customer engagements enables organisations to provide simple, efficient self-service that delivers the answers consumers are looking for while reducing contact centre costs.

Virtual Assistant Features

Nuance Virtual Assistant personalises engagements using sentiment and a thorough understanding of the customer and their enquiry, gathers insights throughout the customer journey, and contextually connects them with live agents, if needed.

- **Natural conversation:** Nuance delivers customer engagement solutions across a wide variety of verticals – and that with less effort than ever before, including the ability to personalise responses based on context, history of the conversation, and details known about the customer.
- **Learning loop:** Nuance mixes pre-trained dialogue and business-specific knowledge. After deployment, it can ask for support by a live agent that either selects the correct intent, thus minimising transfers, or takes over, including the transfer of all important data, ensuring that the user experience is never interrupted and all new scenarios included going forward.
- **Speech, text, and rich media:** Nuance supports text and speech as input modalities as well as text, rich text, rich widgets, and speech as output modalities, including various interactive elements such as quick replies, carousels, and widgets, forms, images, and videos.
- **Language and NLU starter packs:** In addition to generic NLU capabilities (such as dates, currency, weather, and social interactions) Nuance offers vertical-specific packaged designs for i.e. retail, banks, and telecommunication providers.

How a Virtual Assistant helps

- **Personalise customer experience** to deliver the best outcomes
 - **Deliver consistent experiences across any channel** – from messaging to the website and the phone
 - **Reduce time to market and deliver faster ROI** while increasing the confidence from day one
 - **Scalability** for enterprise-grade deployments
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Leveraging the Nuance Intelligent Engagement Platform

The Nuance Virtual Assistant is an integral part of the Nuance Intelligent Engagement Platform. As such, it provides a flexible framework for organisations that are looking for an easy to setup conversational self-service application – or a starting point for their digital transformation strategy.

Omni-channel support offers customers a consistent experience across websites, messaging, such as SMS, WhatsApp, Apple Business Chat, Google’s Business Messages, Facebook Messenger, Twitter Direct Messaging, a brand’s app, and smart devices, such as Amazon Alexa, Google Home, and TVs.

Nuance Mix tooling supports a “build once, deploy many” approach by enabling deployment of shared NLU and Dialogue content across multiple channels (including digital and voice), while addressing the limitations or take advantage of native capabilities of those channels.

Business rules target the right digital customer with the right engagement at the right time. It leverages real-time analytics, business goals, live agent availability, and behavioural and historical information to choose between automated and human-assisted engagements for each conversation.

An open and flexible framework enables organisations to integrate their Virtual Assistant with 3rd party applications to leverage data from other systems. Data can also be moved into an organisation’s reporting and analytics tools. In addition, if the organisation utilises a 3rd-party chat vendor, it can integrate seamlessly to provide a streamlined customer experience.

Omni-channel reporting provides a high-level overview of ongoing and historic engagements as well as a deep dive into specific messages to understand how customers, virtual assistants, and agents behave.

High data security and data protection standards ensure a fully end-to-end encrypted conversation, isolated customer data by application, masked and encrypted customer data within the reporting and any customer or agent-facing tool. The platform is fully PCI compliant and aligns with the latest security standards.

LEARN MORE

Visit our [website](#) or email us at cxexperts@nuance.com.

Nuance Virtual Assistant has helped numerous organisations achieve their business goals – from increase in average order value and conversion rates, to contact centre cost savings, higher customer satisfaction, and more productive agents.



About Nuance Communications, Inc.

[Nuance Communications](#) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 90 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people’s ability to help others.