FastStart Approach speeds self-service speech deployment.

An implementation methodology that reduces cost and time-to-market of speech applications.

Consumer expectations for speech self-service.

Today's consumers are more connected and empowered than ever before. They expect immediate results and personalized service through all customer care channels including automated self-service. And as more consumers use their voice to interact with everyday technology, they're demanding the same speech-driven ease and flexibility from self-service applications. If your organization can't meet these growing expectations, customers will simply take their business elsewhere.

Speech self-service technology enables customers to interact with your business by voice – at anytime, from anywhere – for the convenient and personalized care experience they expect. And because speech self-service makes it easy for customers to identify themselves, tell you what they want to do, and get the information or results they need quickly and efficiently, it's also good for your bottom line. But for many companies, the benefits of speech self-service have been outweighed by the cost and complexity of implementing those solutions. Until now.

Introducing the FastStart Approach from Nuance.

The FastStart Approach is an implementation methodology that helps companies like yours offer superior speech-enabled self-service to customers quickly and affordably. Bundling design best practices, proven speech technology, preconfigured reporting and professional services, this results-oriented approach provides core self-service functionality tailored to your customers' needs. The ever-expanding solution family delivered with FastStart Approach addresses both industry-specific and cross-vertical functionality including:

– Self-service for healthcare insurance, banking and utilities
– Call steering
– Caller authentication

Based on Nuance's 20+ years of innovation, experience and best practices in speech applications and customer experience, the FastStart Approach substantially reduces the cost and time to market of best-in-class self-service applications. And because they're delivered by the leaders in customer care, you can count on maximum results with minimal risk.

Key benefits.

Best practices:
Leverage intellectual property and knowledge gained through more than two decades' experience working with customers across the globe

Results assurance:
Eliminate surprises with pre-defined expectations for price, delivery timeframe and performance targets

Superior value:
Give your customers the self-service experience they demand at 30-60% savings over standard practice

Rapid time to market:
Enjoy a competitive edge with 40-50% faster implementation than standard practice

Minimum risk:
Get peace of mind with a solution built on a foundation of leading technology, unrivaled experience, and proven results

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Functionality of solutions with FastStart Approach

FastStart Approach for:	Functionality
Healthcare	Provider or Member • Identification & Verification • Eligibility • Benefits • Claim Status • Order ID card (Member only) • Pre-configured business reporting for key KPIs
Utilities	• Identification & Verification • Main Menu • Account Balance/Information • Report an Outage/Get Status • Pay by Phone • Pre-configured business reporting for key KPIs
Banking	• Identification & Verification • Account Balance • Transfer Funds • Transaction History • Pre-configured business reporting for key KPIs
Call Steering	• Main Menu ("How may I help you?") • Call routing based on intent • Enable routing to self-service application or correct CSR via CTI • Natural Language Understanding (NLU) • Pre-configured business reporting for key KPIs
Caller Authentication	• Authentication based on voice print • Identification & Verification • Common pass phrase • Pre-configured business reporting for key KPIs

A best-in class approach that puts speech self-service within reach. The FastStart Approach provides access to high-quality, customer-friendly speech self-service applications with robust reporting capabilities that may have been out of reach due to limited budget, low call volume or time-to-delivery constraints. Leveraging reusable application components and a repeatable approach to design and testing, the FastStart Approach enables delivery of speech self-service solutions at a highly competitive price and within an expedited timeframe so you can improve the customer experience for rapid return on investment.

Core functionality tailored to your customers' needs. Recognizing that one size does not fit all, Nuance will customize functionality predefined by the FastStart Approach to ensure that your speech self-service application helps customers to complete routine tasks with optimal speed, ease and efficiency. We can tailor welcome prompting, specific data playback, back-end integration, security messages and data sent for screen pop that is just right for your organization and the customers you serve.

Let the FastStart Approach put your organization on the fast track to providing the exceptional care experience today's customers demand.

About Nuance Communications, Inc.
Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.

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