

# The fast track to intelligent engagement.

Get powerful conversational AI  
capabilities in the blink of an API.



# Nuance Intelligent Engagement APIs for Conversational AI Services

Nuance core technologies – speech-to-text, Natural Language Understanding (NLU), and text-to-speech – are available as cloud-native microservices, enabling you to accelerate the development and deployment of innovative customer engagement solutions.

Now, it's even easier to take advantage of the engines that drive the Nuance Intelligent Engagement Platform—built on more than 25 years' experience of pushing the boundaries of AI, speech, and natural language understanding technologies.

## Harnessing the power of APIs

Choose only what you need and deploy where you want, how you want. And while you're building the solutions that will redefine your market, you can always call on expertise from the people who are defining the future of conversational AI.

### More speed

- Move as fast as you need to, with instant access to ready-to-use, market-leading conversational AI technologies, reducing the need to rely on vendors' timelines.
- Give your customers advanced conversational AI features and capabilities without the time and expense of building them in-house.
- Quickly deploy cloud-native microservices to create the intelligent engagement experiences that set your brand apart.

### More choice

- Choose the microservices that suit your needs, and integrate with Nuance or non-Nuance services for a complete solution.
- Consume and pay for\* only the capabilities you need, reducing the costs of building your ideal solution.
- Develop cohesive conversational AI applications spanning multiple channels, reducing development, test, and maintenance costs.

### More flexibility

- Deploy as part of a full conversational AI suite or deploy just the services that give you the specific capabilities you need.
- Choose Nuance-hosted, deploy on-premises, or host in a third-party cloud, including AWS, Microsoft Azure, and Google Cloud.
- Depend on expert support from our experienced conversational designers and professional services teams whenever you need it.

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### Key benefits

#### Speed

Move quickly, with fast, simple deployment and configuration

#### Elasticity

Expand your capabilities with ease, with dynamically scalable services

#### Choice

Build your ideal solution by integrating the right Nuance services with other Nuance or non-Nuance services

#### Flexibility

Choose Nuance-hosted, on-premises, or third-party cloud deployment

#### Savings

Optimize your costs with pay-per-use and subscription models\*

#### Expertise

Learn from the speech experts and get help at any stage of your project

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\*Pay-per-use model currently for Nuance-hosted deployments only



## Access advanced speech technologies

Nuance APIs give you a fast, flexible way to access the power of our market-defining speech engines.

### Speech-to-Text

Build self-service applications that stand out from the crowd, with STT technology that supports fast, efficient, effective, and accurate customer experiences.

- Nuance’s real-time, large vocabulary, continuous speech recognition engine
- Powered by adaptable data-rich deep learning models
- Excellent recognition accuracy out of the box, enhanced with custom, domain specific language and acoustic modelling
- Supports the transcription of command and control, transactional, and open dialog input
- Combine with Nuance Experience Studio and NCLI to customize and train models

### Text-to-Speech

Create a human voice for your brand and deliver engaging, personalized interactions in any self-service application.

- Highly competitive enhanced voices powered by deep learning
- Full suite of tooling available, including in-line markup and Vocalizer Studio
- Over 120 voices across 54 languages (and counting), including multi-lingual and multi-style voices
- Timbre control that can change voice character on the fly

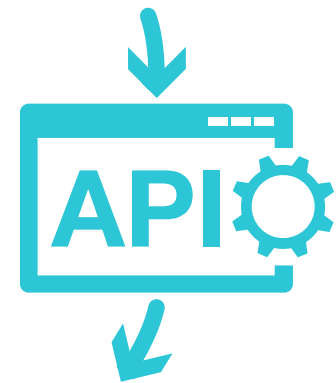
### Natural Language Understanding

Offer amazing self-service experiences with highly accurate NLU technology that understands what customers mean, not just what they say.

- Enterprise-grade text-to-meaning engine using ontology and concept-based language understanding
- NLE processes inputs provided by our Text Processing Engine and identifies the intent of the customer, as well as relevant parameters
- Use Nuance Experience Studio (NES) tooling to customize Semantic Language Models

### Next steps

For more information on Nuance Intelligent Engagement APIs for Conversational AI Services—and to get access to our Enterprise Sandbox—speak to your Nuance representative or contact [cxexperts@nuance.com](mailto:cxexperts@nuance.com).



### About Nuance Communications, Inc.

Nuance Enterprise is reinventing the relationship between enterprises and consumers through customer engagement solutions powered by artificial intelligence. We aim to be the market leading provider of intelligent self- and assisted-service solutions delivered to large enterprises around the world. These solutions are differentiated by speech, voice biometrics, virtual assistant, web chat and cognitive technologies; enabling cross-channel customer service for IVR, mobile and web, Inbound and Outbound; and magnified by the design and development skill of a global professional services team. We serve Fortune 2500 companies across the globe with a mix of direct and channel partner selling models.