

# Recognizing the power of speech.

Recognizer 11 leverages advanced AI to deliver more human-like interactions and reduce costs.

Consumers today place a high value on speed and convenience, becoming increasingly comfortable with artificially intelligent self-service to answer questions and solve problems. More human-like, conversational customer care increases self-service, helps differentiate brands, and improves customer satisfaction.

Nuance delivers a modern voice engagement experience that enables cost savings and simplifies customer service operations. Nuance Recognizer 11 is the software at the core of our contact center automation solutions, designed to work seamlessly in both on premise and cloud-based environments.

Recognizer 11 has been enhanced using advanced technologies like deep neural networks and machine learning for more accurate, expedient, and autonomous interactions that increase customer satisfaction and enable new, virtual assistant-style experiences.

Cloud-ready capabilities, sensitive data management, and advanced monitoring and deployment management, give businesses unprecedented flexibility to create and operate speech resources.

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.

## **The most advanced natural language support**

Callers experience the freedom to use their own words to navigate to answers and complete more complex tasks. Nuance Recognizer 11 considers context and intent—and holds that insight through multiple steps—enabling both proactive suggestions and faster resolution, leading to improved customer satisfaction.

## **Integrated tooling for application creation and management**

Comprehensive, easy-to-use tooling enables you to automate complex interactions and quickly build and refine applications on your own, on demand. Pre-built language models and domain packs speed time to market.

## **Support for multiple languages**

Nuance Recognizer 11 is available for more than 75 languages and dialects. It can even recognize several language grammars in parallel to address the needs of caller populations that speak multiple languages.

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## **AI delivers powerful capabilities**

### **– Reduce customer frustration with high accuracy, AI-based speech recognition**

Multi-layer customization allows tuning to specific needs. Custom weightsets keep the focus on concepts that matter most.

### **– Improve customer experience with dynamic, contextual understanding**

Neural network-based recognition engine captures near-real-time, contextual meaning to deliver more human-like interactions, as well as faster, more contextually accurate voice-to-text.

### **– Lower operating costs with new opportunities for automation**

Reduce call durations and increase containment and self-service success with accuracy that reserves agents for more complex, high-value tasks. Quickly enable quality speech by using ready-made Language and Domain Packs built with machine learning.

### **– Act in real-time to help customers using frame-based recognition**

Act as soon as key words are spoken with real-time audio transcription, delivering in-process results to the application and speeding your customers to what they need.

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**Continuous recognition improvement**

Nuance Recognizer 11 learns and improves on its own over time thanks to built-in tuning. What's more, Nuance Insights gathers the business intelligence needed to recommend broader tuning initiatives.

**Secure data management**

Security is important to your business, and Nuance Recognizer 11 provides multi-tenant data security control to suppress or encrypt sensitive data in logs and recordings. This balances the need to protect sensitive data with the desire for tracking data for auditing, compliance, and tuning purposes.

**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 the management and maintenance of speech based, self-service systems.

**Standards support**

Nuance Recognizer 11 is compatible with all Nuance Recognizer 10-based applications, and updates support for current software and OS. Compatible with emerging and accepted standards such as EMMA, SRGS, SISR, NLSML, and MRCP.

**Multitenancy**

Multiple speech based applications can share the same server and still be tracked separately for logging, debugging and reporting tasks. Applications can use separate language packs, data security settings.

For more information on how Recognizer 11 can improve your business results, contact your Nuance representative today.

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**Market leading results**

Nuance Recognizer has been shown to deliver on average 20% error reduction across multiple tasks and over 10X improvement in semantic interpretation.

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**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.

