Recognizing the power of speech.

Recognizer 10.5 enables accurate, human-like conversations while reducing costs.

Consumer expectations are on the rise, while the cost of delivering an effortless, proactive and intelligent customer care is increasing. Businesses must balance what seem to be conflicting priorities. 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 helps organizations achieve costs savings, deliver a differentiated customer experience, simplify customer service operations and increase customer insight. By investing in speech-based self-service solutions, organizations benefit from better business performance and improved customer satisfaction.

Nuance Recognizer is the software at the core of our contact center automation solutions designed to work seamlessly in both on premise and cloud-based environments. Built upon years of experience across six different product lines, our tenth-generation Automatic Speech Recognition (ASR) engine is used around the world in over 86 different languages. It delivers the industry's highest recognition accuracy even as it encourages natural, human-like conversations that create more satisfying self-service interactions with customers. A built-in, Natural Language Understanding (NLU) engine understands and interprets a broad range of words, phrases and full sentences. The engine returns a simple, structured interpretation of the meaning which allows users to interact with the system in a more natural and intuitive way. Cloud-ready capabilities, sensitive data management and advanced monitoring and deployment management, allows users unprecedented flexibility in creating and operating 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.

– **Ready for cloud**
  Nuance Recognizer now is easier, more efficient and cost-effective to deploy, configure and manage in cloud-based environments.
– **Superior reliability**
  Increase the efficiency and scalability of your resources with load balancing, resource management, multi-tenancy, fault-tolerance, and monitoring services that lead to high service availability.
– **Data security controls**
  Balance the needs of protecting sensitive information and tracking data for auditing, compliance and tuning purposes with data suppression and encryption capabilities.
– **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.

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Intelligent, flexible conversations – Nuance Recognizer v10.5 promotes more natural interactions with callers through features like one-step correction, implicit confirmations, mixed initiative, selective barge-in and conversation management.

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 v10.5 is available for over 86 languages and dialects around the world. It can even recognize 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, Nuance Recognizer v10.5 is unsurpassed in its ability to interpret open-ended responses. The latest breakthrough, interpolated language models, enables SpeakFreely to boost recognition accuracy using contextual and personalized information. As a result, callers can interact with your self-service solution using more natural, longer duration conversational speech.

Continuous recognition improvement – Nuance Recognizer v10.5 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.

Secure Data Management – Nuance Recognizer v10.5 provides multi-tenant data security control to suppress, encrypt sensitive data in logs and recordings. This balances the needs of protecting sensitive data and 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 costeffective, 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 v10.5 includes support for 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.

– **Nuance Recognizer v10.5** has been shown to deliver exceptional accuracy improvements compared to earlier versions
– **average 20% error reduction** across multiple tasks and languages
– **over 10x improvement** in semantic interpretation performance

To get started, please contact:

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