The Next Big Thing: Virtual Assistants In the App and Across Devices

Mobile Voice Conference
San Francisco – April 15, 2013
Nuance: Reinventing the relationship between people and technology

- **Intelligent Systems**
  Defining the next generation of human-computer interaction

- **That are Natural**
  Deeply invested in creating effortless and natural user experiences

- **And the most Accurate**
  Best known for rapidly advancing voice-recognition & NLU technology
Directed Dialog

Highly Accurate Speech Rec

NLU Call Steering

Human-Like Understanding

What is Said

Who is Saying It

Secure Voice Biometrics

Nina Multi-Channel

Human-like Conversations

Speech + Text

Web, Mobile, IVR and More

Speech Recognition

Natural Language

Intelligent Systems
Enabling experiences that look like this

Intelligent conversational interactions across channels
Nina: The Virtual Assistant for Customer Service

Converse

Nina IVR

Nina Web

Nina Mobile

Serve

Nina Virtual Assistant Platform

IQ Studio

Voice Biometrics

Assist

App Speech Navigation

Agent Customer Service
Nina makes it easy for both the customer and the enterprise
Natural Language Flattens Hierarchy

Flattened Hierarchy
Nina: Hello, my name is Nina. How can I help you?
Nina makes it easy for enterprises to track and manage customer journeys

- Dashboards provide **visibility** into virtual agent performance and across customer journeys.
- Dynamic trending reports give **real time insight** into the “voice of the customer” stand-alone or as a complement to existing VOC systems.
- **Robust tools** support on-going tuning and optimization of the VA.
…and brand them to match your company’s personality

Pre-made Persona & Design
Rapid Customization & Design Services
Including Custom Text-to-Speech Voices & Visual Persona

Wink*  Blink  Blush*  Sad*

Say or type your request

TEXT-TO-SPEECH PERSONA
MOBILE PERSONA
ONLINE PERSONA
Thank you

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