

# Intelligent, automated, AI-Powered speech. The Modern Voice.

Next generation, enterprise-grade speech  
technology for customer engagement.



## Welcome to The Modern Voice.

Customers today expect a fast, easy, and connected experience across channels and devices. AI-fueled speech technology that enables this experience, but still offers the human touch when customers need it, is now a required component in the IVR and across engagement channels.



The Nuance Modern Voice experience is built on a powerful, flexible, intelligent, and automated voice engagement platform that delivers effortless, omni-channel customer experiences using advanced AI and natural language technologies to enhance customer satisfaction and reduce costs.



## Introducing the future of customer engagement: The Modern Voice

Nuance is at the leading edge of innovation for speech technology. Its customer engagement platform has been enhanced with the latest advances in enterprise voice, helping businesses create more personalized service experiences, improve omni-channel consistency, and reduce operational costs.

Businesses leverage this powerful platform to gain the speed, flexibility, and control to rapidly build, deploy, and refine call center flows and speech applications, and keep pace with changing customer needs and trends.

The Modern Voice experience begins with intelligent, conversational dialogue, augmented by neural network-based speech and natural language models to provide unprecedented accuracy. Customers speak in language that is natural to them and are understood more clearly than ever before, including changing intent in complex, multi-channel dialogues — so your customers always feel they're understood.

Enhanced text-to-speech technology has raised the bar for automated voice, so you can bring an engaging, consistent brand voice to all channels. Remarkably human-like and expressive, with multi-lingual support, it's now possible to generate a custom voice, trained on specific use cases and dialogues, that speaks like a live agent.

## Speech technologies amplified with AI

Incorporating proven, market-leading Nuance technologies, and featuring an integrated tooling suite for the full IVR lifecycle, businesses can serve their customers better – and more cost effectively – by doing more themselves to design, develop, and optimize speech-enabled applications. The Modern Voice experience is built on Nuance core technologies including:

### **Automatic Speech Recognition (ASR)**

ASR makes self-service applications more intuitive and easy to use. [Nuance Recognizer](#) easily understands and interprets spoken words to provide high accuracy, near-real-time speech recognition, greater automation, and deep contextual understanding that enhances the customer experience.

### **Text-to-Speech (TTS)**

TTS enables more personalized, engaging user experiences. [Nuance Vocalizer](#) offers advanced, automated voice for IVR, mobile, web and more, and is augmented with neural network technology to deliver a superior caller experience at a lower cost.

### **Tooling**

Nuance's Tooling Suite gives businesses more independence when developing, testing, optimizing, and maintaining speech applications in-house. Pre-built language and vertical domain packs — built on years of Nuance cross-industry experience — help improve recognition and support agile, accelerated development processes. In combination, these tools and starter packs allow developers to build once and deploy across applications and channels, maximizing prior investments in IVRs and web-based virtual assistants and reducing the cost of developing consistent, omni-channel, automated dialogues and experiences.

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**Integrated, advanced speech technology lets businesses:**

### **Offer new and differentiated customer experiences**

Drive higher customer satisfaction, leading to improved NPS scores and loyalty.

### **Reduce operational costs**

Improve automation and increase self-service; reduce overall costs with technology that replaces high cost voice talent.

### **Increase agility and reduce development time**

Speed time to market and ROI with build once/deploy many capability and pre-built starter packs.

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### Insights

Understanding IVR application performance is critical to improving customer care. [Nuance Insights](#) is a robust reporting and analytics solution that offers powerful data visualization and near real-time understanding of key metrics and changing usage trends, so businesses can target improvements that quickly enhance customer satisfaction and increase ROI on existing IVR investments.

## The Modern Voice experience: technology components

- **Nuance Speech Suite 11** with core voice technologies including Recognizer 11, Vocalizer 7, and Natural Language Engine
- **Nuance Tooling Suite** including Nuance Experience Studio, Nuance Application Studio, Nuance Development Framework, and Vocalizer Studio
- **Domain Starter Packs** for shared data and accelerated Natural Language Understanding development
- **Nuance Insights** for reporting and analytics

## Giving your customer engagement strategy a new voice

Nuance has unmatched expertise with over 250 cumulative years of speech R&D experience, applying innovative thinking and best practices to thousands of successful deployments. Its cutting-edge technology, tools, and agile techniques make it easier than ever to develop, deploy, and optimize speech-enabled applications.

To learn more about what The Modern Voice can do for your business contact your Nuance account executive directly or reach out to us to schedule a meeting at [nuance.com](http://nuance.com).



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### 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](http://nuance.com).