

# Adapt your IVR - fast and efficiently.

IVR tools for all phases of the lifecycle.

Nuance IVR Tooling Suite helps organizations use the same market-leading tools as Nuance to design, develop, test, and maintain their IVR applications.

With the modern speed and pace of business, organizations of all sizes must adapt quickly to changing customer demands and market conditions. This involves continuously adapting customer service channels while simultaneously balancing operational efficiency and on-going contact center cost reduction. Typically changes to the IVR require external vendor support or highly trained in-house staff. As such, changes are not delivered as fast as needed.

Agile companies seek ways to take more ownership for their own IVR design, development, and maintenance to increase the pace of change and reduce costs.

Nuance IVR Tooling Suite allows organizations to do more themselves to change and adapt their IVR with powerful tools that span all phases of the IVR lifecycle. From initial design work to quality assurance (QA) testing to on-going maintenance, the IVR Tooling Suite ensures organizations can

accelerate development time, increase business agility and reduce contact center costs – all with less reliance on external vendors.

## Key benefits

### Accelerate development time

With built in best practices from Nuance, familiar standards and interfaces, plus a host of automation features to streamline development, the IVR Tooling Suite helps staff save time writing code, generating complex grammars and creating test cases. As a result, organizations can spend more time on strategy and caller experience.

### Increase business agility

With rapid changes in business it's important organizations adapt their customer service channels quickly to meet customer needs. The IVR Tooling Suite features powerful tools that let organizations move faster to adapt and drive change. The ability to rapidly prototype a new IVR application, adjust caller menus due to temporary business changes or emergencies, and rapidly test the enhancements before putting them into production ensures organizations can better respond to changing conditions on their own time.

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## IVR Tooling Suite – at a glance

### Simplified interfaces

Simple user experience allows non-experts to use the tools and get updates live faster – expanding the number of people able to build and maintain NLUs.

### Self-service improvements

All solutions empower organizations to do-it-themselves and self-serve their own IVRs for increased agility and lower costs.

### Full-lifecycle support

From initial design to development to post launch maintenance and tuning, the IVR Tooling Suite helps organizations drive change and improvements across all phases of the IVR lifecycle.

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Plus, products in the Tooling Suite are designed for both experienced developers and non-speech experts alike - allowing more people in an organization to drive changes and increase the ability to get things done.

#### **Reduce contact center costs**

Contact center managers seek ways to reduce costs and that includes reducing reliance on external vendors. With increased self-service enabled by the IVR Tooling Suite, organizations can do more in-house with less need for vendor support. In addition, they can greatly reduce on-going contact center costs with the ability to create grammars that work across channels, test thoroughly through QA automation, and tune and maintain the IVR on their own.

#### **IVR Tooling Suite – what's included**

##### **Nuance Application Studio**

Nuance Application Studio is ideal for IVR customers interested in DIY design documentation or the benefits of automated code or test case generation.

A platform independent IVR design documentation tool, it generates customer-facing design artifacts and provides a WOZ testing platform.

##### **Nuance Development Framework**

Improve speed and consistency in IVR development with a platform independent, open standards-based development framework. Customers interested in DIY or co-development will benefit from Nuance Development Framework.

##### **Nuance Experience Studio**

Write NLU models once and share across channels. With a simplified interface, Nuance Experience Studio allows non-speech scientists to build true omnichannel solutions that work on the IVR, Web, mobile, Facebook Messenger, and Alexa.

##### **Nuance Test Studio**

Testers can rapidly create and iterate IVR regression test cases and automatically track test coverage based on design revisions. Then, testing partners Empirix and Cyara can automate these test cases. IVR customers doing their own design updates, migrations, or

agile development will reduce QA time and accelerate time to market.

##### **Nuance Admin Console**

With a simple, user-friendly interface, Nuance Admin Console helps users of all skill levels quickly and easily make immediate changes to their production IVR, including prompt updates, emergency broadcasts, or seasonal messaging. Organizations save money on external vendors with the ability to use Nuance Admin Console to make fast changes to IVR menus to better serve callers

##### **Nuance Insights for IVR**

Nuance Insights offers a robust, reliable reporting and analytics solution that provides near real-time understanding of key metrics and changing usage trends. With a data-driven understanding of your IVR, you can get answers to important questions, including where and why calls are being misdirected, issues impacting containment rates, routing, handle time and satisfaction.



#### **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.