Build NLU once.
Deploy across
many channels.

Create and manage omni-channel solutions
faster with one common NLU model.

Nuance Experience Studio (NES) is a tool that allows organizations to build Natural Language Understanding (NLU) models without speech science expertise. NES empowers people to build NLU models once that can be shared across multiple digital experiences – such as the IVR and virtual assistant – for a true omnichannel solution.

Making the connection
In today's omnichannel world, organizations need each service channel including the IVR, web, or mobile application, to perform their best. They invest in NLU models to offer a superior experience and must continuously tune and maintain the system to ensure effectiveness. The challenge is that in most cases each channel utilizes a different NLU engine, which means there are large time and financial investments required to create and update along the way.

Plus, the customer experience can be disconnected and varied from one channel to the next.

Forward thinking organizations are building omnichannel solutions that create a consistent experience for customers moving between IVR, web, mobile application, or other channels. To achieve this, they seek to build one NLU model to support all channels and stop maintaining multiple NLU instances and libraries which is costly and time consuming.

Nuance Experience Studio allows organizations without speech scientists to build true omnichannel solutions using one NLU model that works on several channels like IVR, Web, mobile, Facebook Messenger, and Alexa. NES empowers employees, increases their ability to self-serve the system, and reduces total cost of ownership.

Features

Simplified interface
– Simple user experience allows non-speech experts to adapt the system and post faster updates – expanding the number of people able to build and maintain NLUs

NLU Starter Packs
– Rapidly create new NLU models and accelerate development with starter packs based on the most common terminology by industry

Self-serve tagging/annotating tool
– Machine learning makes users more efficient with features such as auto-grouping, consistency checking, and annotation suggestions

Easy to use self-help tools
– NES lets users help themselves with simple tools such as push button publishing which allows changes to be tested locally, or put into a test client site, and promoted into production at the click of a button
– Accuracy checker ensures you can tell whether the models you use are continuously improving over time

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Key Benefits

Empower employees
Reduce the need for specialists to make ongoing adjustments. NES offers a simplified interface that let's both technical and non-speech scientists tune and maintain NLU models – allowing them to move faster and save money on everyday maintenance.

Increase self-service
Easy to use self-help tools give organizations the power to self-serve their own NLU models at the time and pace that meets their needs. When used with the IVR and digital virtual assistants, NES implementations share a single project and grammar meaning changes and enhancements apply to all channels immediately.

Reduce total cost of ownership
Maintaining multiple models increases the cost and burden on an organization. With Nuance Experience Studio, companies achieve savings by reducing on-going maintenance costs and the need for outside service providers.

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.