



Discover the digital universe of customer communications.

e-Book





Content

Challenges

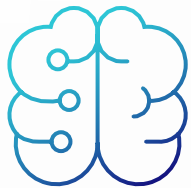
1. I need to ensure superior CX with innovative solutions.
2. I need a scalable, omni-channel application, that can be fast developed – preferred as DIY.
3. I need to reduce costs and increase efficiency.
4. I need to Increase customer acquisition and revenue while reducing churn.
5. I need to prevent fraud and protect the brand.

Industries

- Banking
- Government
- Insurances
- Retail
- Telecommunications
- Travel
- Utilities

References, white paper and more about Nuance

1. I need to ensure superior CX with innovative solutions.

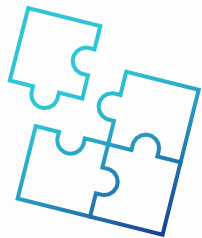


You are looking for a solution for outstanding customer service that offers your customers and employees the best tools and dialog functions. At the same time, you need to reduce costs and increase efficiency.

If you answer at least one of the following questions with “very important” or “very high”, then we should talk:

- How important is it to work with a vendor who can provide one common language and intelligence platform that works across all your channels?
- What impact would you have if every customer engagement involved biometric authentication and AI driven predictions based on their past behavior?
- How important is to allow internal teams to take on additional workload to build out the internal integration if necessary?

2. I need a scalable, omni-channel application, that can be developed fast – DIY preferred.



You want to enhance your customer service and strengthen your corporate image, but you have limited budget and capacity. You also want to digitalize your processes and offer fast and scalable customer communication on all channels.

If you answer at least one of the following questions with “very important” or “very high”, then we should talk:

- How important is it to be able to DIY with your own in-house teams but also get live, in-person help as needed from proven conversational design experts?
- How important is time to market, team collaboration and building on tools designed to work for everyone in your organization, not just developers?
- How important is it to be able to build with marketing leading APIs that let you deploy your applications both in the cloud or on premise?

3. I need to reduce costs and increase efficiency.



You have recognized that you need to offer your contact center and customer service staff an attractive workplace to satisfy your customers and retain them. At the same time, you also need to reduce costs while increasing efficiency.

If you answer at least one of the following questions with “very important” or “very much”, then we should talk:

- How much could you improve customer service at the point of contact by providing agents real-time recommendations and guidance based on AI driven analysis from cross channel data?
- How much would your company benefit financially and reputationally by reducing your exposure to acts of fraud committed by your contact center agents?
- How important is it to have agent desktop tools that provide continuous, on-going training and education that keeps them learning and growing throughout their job?

4. I need to Increase customer acquisition and revenue while reducing churn.



You know the market, your competitors and the general requirements as well as the expectations of your customers. Now, in an increasingly competitive world, it's all about winning and, above all, keeping customers, with innovative, personalized, productive and cost-effective customer service.

If you answer at least one of the following questions with “very important” or “very high”, then we should talk:

- Are your churn/abandonment rates high, moderate or small?
- How important are KPIs or other benchmarks to measure your customer success?
- How familiar are you with your customers' journey and the daily experiences of your live-agents?

5. I need to prevent fraud and protect the brand.



You know that customer data is sensitive and that vulnerabilities are usually found in the contact center. You read a lot in the press about data leaks, identity theft or SIM SWAP - and about the fact that fraud has increased. Now you want to protect this data while maintaining or even increasing the ease of access for your customers and employees.

If you answer at least one of the following questions with “very important” or “very high”, then we should talk:

- What is the impact of fraud on your organization?
On your customers?
- How important is the intersection of authentication and fraud prevention?
- How do you view fraud in the context of your larger brand promise and vision?

Industries



References, white paper and more about Nuance

Learn why thousands of companies around the world in telecommunications, financial services, retail, healthcare and government work with us. Visit our webinar recordings to learn about the latest dialog-oriented AI innovations. Our podcasts provide insights from various experts and customers on customer service and requirements.

[Webinar & Podcasts](#)



About Nuance Communications, Inc.

[Nuance Communications](#), Inc. (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 90 percent of U.S. hospitals and 85 percent of the Fortune 100 across the globe, we create intuitive solutions that amplify people's ability to help others.

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