A flexible IVR you can count on.
Nuance Cloud IVR.

Step up to the most advanced cloud-based customer service platform.

Time for the cloud

Today life moves at a faster pace, and customers continually expect more. At the same time, businesses are under constant pressure to innovate, to keep up with emerging technologies and trends, and to continuously improve the customer experience—without increasing costs.

Success lies in a robust, flexible cloud infrastructure. Nuance Cloud IVR is a cloud based platform that offers natural, human like interactions that deliver differentiated customer experiences while giving organizations increased flexibility, faster time to market, and reduced operational expenses. Building on the Nuance Intelligent Engagement Cloud, Nuance Cloud IVR combines the latest in our natural, conversational AI technologies with a powerful cloud platform for a powerful, end-to-end solution.

Customer benefits

– Reduced operating costs
  With a SaaS model (Software-as-a-Service), organizations pay only for what they need each month and better utilize their Operating expense (OpEx) versus large Capital expense. Plus with Nuance managing the infrastructure, there is no need to worry about the expense of additional hardware or software upgrades.

– Increased flexibility
  Focus on core competencies and leverage Nuance's years of IVR deployments to help you get up and running with confidence. Plus with standard templates and infrastructure ready to go, organizations can nake faster adjustments to the IVR. Companies with lower call volumes can get into a cloud IVR based on their needs then scale quickly as necessary. Finally, Nuance Cloud IVR scales up and down quickly as business demands adjusts.

– Faster time-to-market
  Get the IVR up and running within weeks due to standardized platform set up with telephony, production, and test environments included – no need to invest time and resources.

– Peace of mind
  Nuance manages the IVR infrastructure, so you don't have to worry about uptime or system outages. Nuance Operations Center (NOC) manages uptime and monitors the solution 365 days a year – allowing you to focus on your business.
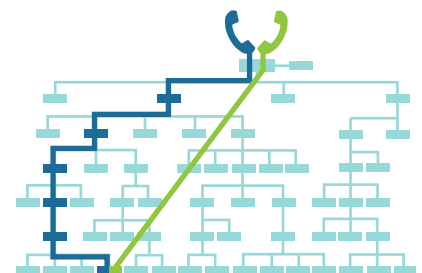
Conversational IVR:
"I want to move $100 from my savings to my checking account."

Older touch-tone and directed dialog-based IVRs:
"Say checking or press 1, say credit cards or press 2..."

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Key Features of Nuance Cloud IVR

Natural, intuitive conversational IVR experience

– Natural, human-like interactions allows callers to interact in their own words for an intelligent, personalized experience as if they were speaking to a live agent.
– Ability to anticipate customer needs and intuitively help customers to self-serve and successfully resolve their own issues.
– Modern Voice support – the advanced Speech Suite 11 capabilities are available now in a hosted environment

Always on and updated technology

– Cloud IVR runs 24/7, 365 days a year with 99.99% uptime. Feel confident your customer's IVR experience is available when they need it.
– Technology is always up-to-date with the latest innovations. No more hardware and software upgrades – Nuance manages all that on your behalf
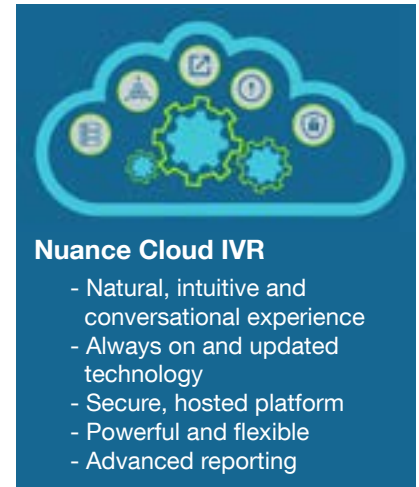
Secure, hosted platform

– Running on leading 3rd party cloud providers ensures the platform and your data is always secure and protected.
– The latest security innovations are applied automatically.

Powerful, flexible IVR platform

– Handle call bursts to 120% of projected capacity to ensure callers get the service they need even during peak times. All without adding additional staff or hardware.

Advanced reporting

– Identify trouble spots in the IVR quickly and adjust for improved customer experiences with Nuance Insights reporting included at no extra cost (five licenses).

Nuance Cloud IVR

- Natural, intuitive and conversational experience
- Always on and updated technology
- Secure, hosted platform
- Powerful and flexible
- Advanced reporting

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.