



Customer eXperience Summit 2019

London
21st March 2019

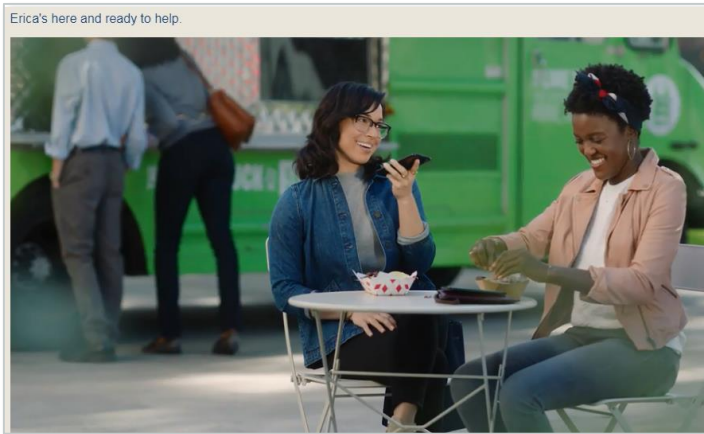


Bring Intelligence to Life™



Breakout Session 3: Modern Voice

Exciting year for Voice



Another year of Nuance Voice innovation



Speech Suite11



IVR to Digital



Nuance Prediction Service



APIs



Cloud Enabled



High-Accuracy Transcription



What you are telling us?

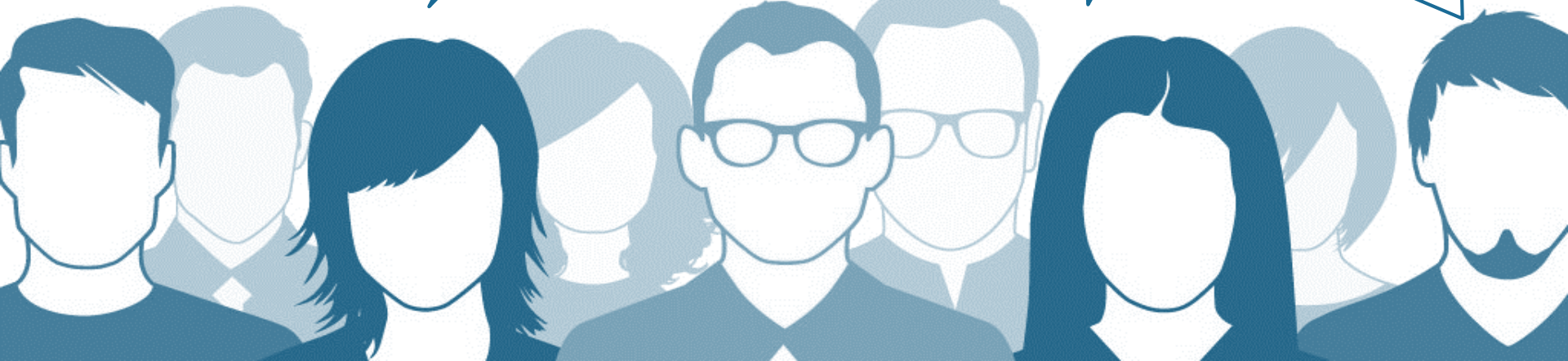
What if we want a modern, natural IVR experience?

Help me create a voicebot instead of an IVR.

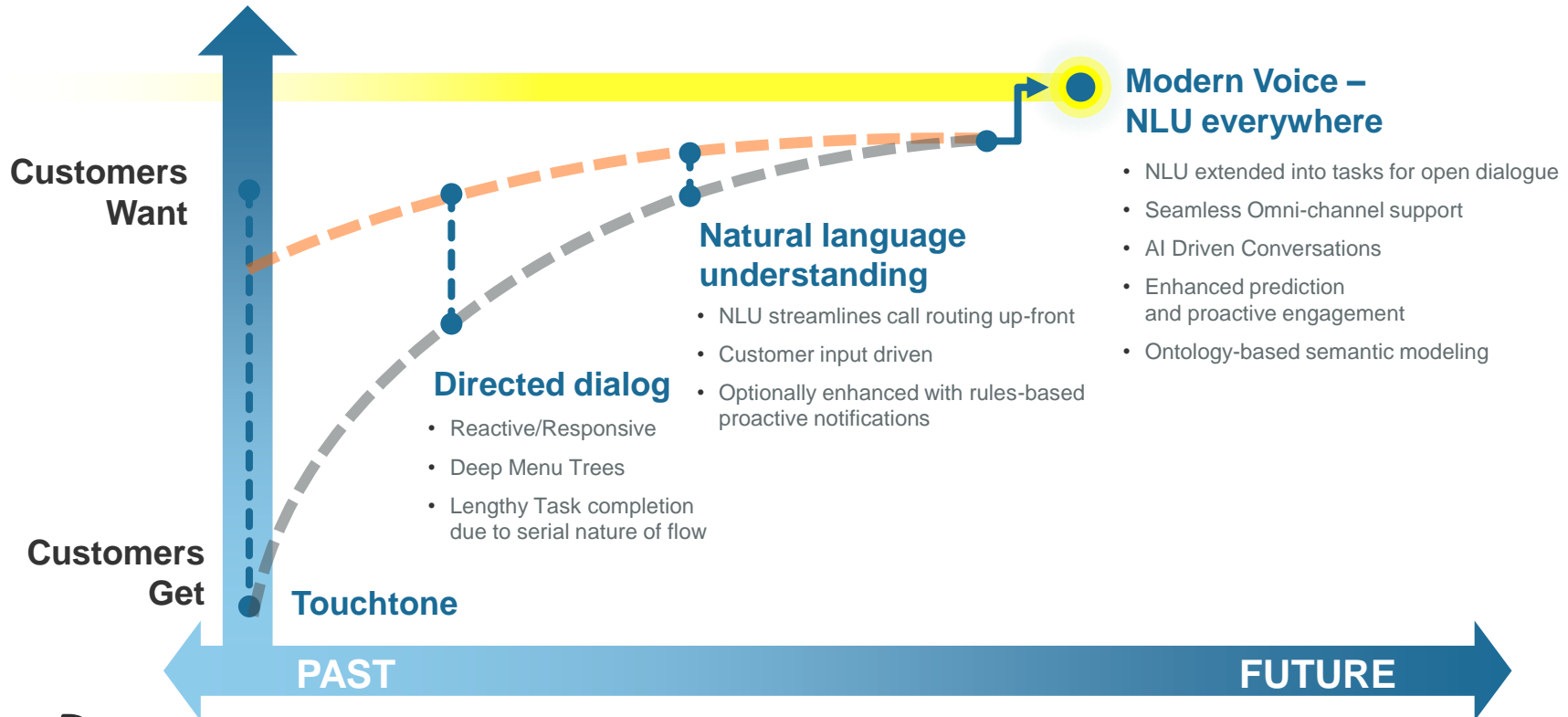
We want to update an older version of Nuance Recognizer.

Can Nuance help me transcribe utterances to the IVR and send them to a third-party NLU?

How do I voice-enable my digital channels?



The evolution of Voice engagement



Components of 'Modern Voice'

Voice Engagement Platform

- Speech Suite 11
- IVR Tooling
- Data Packs
- NLU Starter Packs
- NII Reporting

New Product Releases:

- Nuance Recognizer 11 with Dragon Voice
- Nuance Vocalizer 7
- Nuance Speech Server 7
- Management Station 6
- Natural Language Processing Service

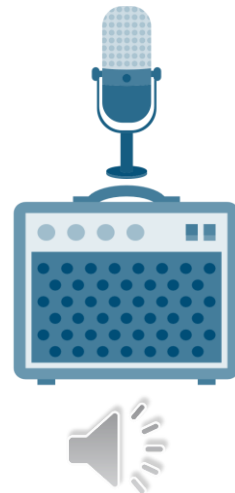
The Nuance Modern Voice

Delivering new
and innovative user
experiences powered
by AI

Modern Voice: The future is here

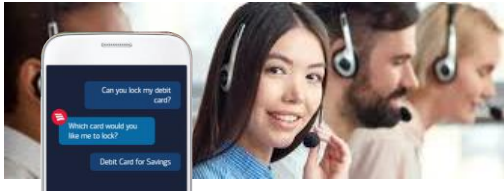
...pay \$500...Visa Bill...Checking Account	Open Dialogue Multi-slot Recognition
next Friday...\$600	Meaning Extraction & Update of Amount
check my balance	Context Shifting
<currency> <acctType> <billType> <date>	TTS smoothness with dynamic content
cancel	Real-Time Trigger – Cue Promo

Full Natural
Language
& Lifelike
TTS “Zoe”



Nuance has you covered on Voice ..

The channel



- IVR
- Digital channels – apps, web
- Internet of Things
- TV
- Car

The location



- On premise
- Hosted in your cloud
- Hosted in our cloud
- Hosted in 3rd party cloud (AWS, Google, Microsoft)

The name



- Voice channel
- IVR
- Voice virtual assistant
- Voicebots



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Matt Roberts

Head of IVR & Capacity Planning,
Nationwide Building Society



Roundtable Discussion

Best
Practice Tips

How AI might
change things

Mistakes or
Pitfalls

Challenges
Encountered

Business
Case for CX

Notable
Successes

Discussion starters

Modern Voice- Voice First: ASR, TTS, Dialog

1. How do you see the role of voice evolving in your customer engagement solutions?
2. How many of you are thinking about updating your IVR to more advanced conversational technology? Create a more open dialogue for customers.
3. Is anyone using voice or speech technology in digital channels? Mobile apps or on your website? If not are you going to investigate it?
4. Do you use professional voice talent for your output? Why and have you thought about TTS?
5. What benefits do you see in channel shifting/deflection from IVR to digital, and what would the customer experience typically look like?
6. What, if any, has been the reaction to the use of speech automation?



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Roundtable Feedback