



customer care solutions from Nuance

The experience speaks for itself™



Nuance Loquendo Small Business Solutions :: Small Business Bundle

Quality and Reliability – The Nuance Loquendo SB Bundle is a highly accurate speech solution available in over 30 languages, enabling a dialogue with the user that is simple, natural and in a word, human.

Ease of Deployment – The SB Bundle can lower your implementation, hardware and maintenance costs because is fully based on standard protocols and languages and can be deployed on one server along with your IVR or voice portal.

Comprehensive Solution – Speech recognition and speech vocalization technologies are included in this small business bundle providing you with the ability to create, along with a range of tools, applications to satisfy the needs of your customers.

Small size businesses are looking for simple, cost-effective solutions to improve customer service and reduce routine calls to contact center agents without sacrificing quality. Many of these companies are turning to Nuance's automated speech technologies to provide a better self-service experience for their customers.

Automated speech technologies greatly improve the self-service experience for the caller and also provide flexibility for the IVR application designer. Speech self-service applications help contain costs without sacrificing customer care by reducing waiting time and call duration, allowing transactions to be concluded more rapidly and effectively, thereby ensuring a positive experience for the customer. Deploying speech technologies allows agents to focus on specialized tasks thus providing a superior level of service to customers that need attention.

The Nuance Loquendo Small Business Bundle (SB Bundle) addresses the needs and goals of small sized businesses. Typically, businesses with basic self-service requirements and 100 ports or less of IVR can benefit from this offering. The solution, comprised of Loquendo ASR and TTS engines can be deployed on a single server with a voice portal or on multiple servers as desired. The SB Bundle provides a high level of functionality designed to support non-complex IVR or voice portal applications for banking, travel, hospitality, health insurance, utilities, and more.

- Banking**
Profile: 100K calls per month 100 agents.
Goal: Reduce routine calls to agent.
Self-Service Applications: Account Balance, Bill Payment, Branch/ATM Locator, Last 5 Transactions
- Health Insurance**
Profile: +1500 calls per day, 36 agents.
Goal: Reduce call answering time without adding agents.
Self-Service Applications: Provider directory, Select/Change Primary Care Physician, Claim Status, Pay a Bill
- Utilities**
Profile: Over 3000 routine calls per day.
Goal: Upgrade IVR.
Self-Service Applications: Meter Reading, Account Inquiry, Pay Bill, English/Spanish
- Travel/Hospitality**
Profile: 120 agents.
Goal: Offer 24/7 service.
Self-Service Applications: Make a Reservation, Confirm/Cancel/Change Reservation

Features and Benefits

- ASR – Highly Accurate Speech Recognition: guarantees high performance even on large-scale vocabulary speech and noisy environments. Features a set of basic built-in grammar libraries (e.g. date, time, currency, etc.)
- TTS – Text to Speech: expressive, clear, natural and fluent voices, enriched with a repertoire of “expressive cues” that allow for highly emotional pronunciation.
- Highest performance offering at this lower price point: “Best of the Best” speech technology for small businesses with less than 100 ports of IVR/VP.
- Small footprint: a single server can run ASR and TTS, and can include your voice portal or IVR as well.
- Support for multiple languages: availability of over thirty languages with broad support in Americas, Europe, Asia and the Middle East.
- Perfect for basic self-service deployments: Applications such as ATM locator, basic call routing to the proper agent, bank balance, amongst others.
- Standards Support: compliant with accepted standards such as MRCP v1 (RFC 4463), MRCP v2, SNMP, for seamless interoperability with any standard IVR or Voice Portal.
- Advanced tools: available with the SDK, help to get the absolute most out of the technology, improving recognition performance and optimizing speech synthesis output.



Loquendo
Small Business
Solutions

about Nuance Communications

Nuance Communications (NASDAQ: NUAN) is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with information and how they create, share and use documents. Every day, millions of users and thousands of businesses experience Nuance’s proven applications and professional services. For more information, please visit www.nuance.com.

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