

Nuance Recognized Globally for Intelligent Solutions, Awarded for Innovative Use of Technology in Customer Service at the 2016 Asia-Pacific Stevie® Awards

Nuance Customers Honored with Gold Stevie Awards for their Innovative Customer Service at the 2016 Asia Pacific Stevie® Awards

BURLINGTON, Mass., – May 18, 2016 – Nuance Communications, Inc. today announced its two customers, Jetstar Airways and the Australian Taxation Office, were each awarded Gold Stevie Awards for their Innovative Use of Technology in Customer Service at the third annual Asia-Pacific Stevie Awards. The two award wins, coupled with the seven Stevie® Awards recently awarded in North America, solidify Nuance's leadership in providing innovative customer service solutions.

Recognized amongst business industry leaders as the world's premier business awards, the Stevie Awards honor the achievements of organizations across a range of programs worldwide. Selected from a pool of over 600 nominations, Nuance customers, Jetstar and the Australian Taxation Office (ATO), were specifically acknowledged for their innovative use of Nuance's intelligent self-service solutions, demonstrating the demand for advanced self-service technology to maintain a competitive edge in the evolving digital world.

Nuance customers, Jetstar and the ATO were honored with the following Asia Pacific Stevie® Award for Sales and Customer Service, in their respective industries:

- [Australian Taxation Office](#) – Gold Stevie, Innovative Use of Technology in Customer Service: To overcome the challenges it faced with customer engagement and to strengthen the relationship with its customers (Australian taxpayers), the ATO implemented Nuance's voice biometrics technology across contact centers and mobile app. By providing secure, fast and simple tools to verify a customer's identity, the ATO was able to greatly improve the experience for its customers. The ATO became the first organization to offer voice biometrics authentication to customers across multiple channels by implementing Nuance's voice biometrics across the desktop and mobile channels.
- [Jetstar Airways](#) – Gold, Innovative Use of Technology in Customer Service: Jetstar collaborated with Nuance to develop "Ask Jess," an intelligent virtual assistant that answers customer's questions through conversational, human-like dialogue. Together with Nuance, Jetstar identified the top questions being asked by customers about the airline's products, policies and services. Nuance implemented answers to these common questions into the virtual assistant designed specifically for Jetstar, 'Ask Jess'. Ask Jess uses advanced Natural Language Understanding technology to deliver a natural, conversational experience. Today, Ask Jess engages in over 220,000 conversations per month – not only understanding customer's words but also their intent, and offering an innovative option for customers to receive personalized responses.

Both Jetstar and the ATO were commended by judges on the impressive use of advanced technology that simplifies the way customers interact with the companies they do business with.

Jason Stirling, senior vice president and general manager, Nuance, Asia Pacific said, "It's extremely rewarding to see the benefits of Nuance's intelligent solutions receive such prestigious recognition. Even more so, it is great to see our customers recognized for their efforts in redefining the customer service experience."

"We look forward to celebrating alongside our well-deserving customers and continuing to provide them with the best in class technology to keep up with the evolving needs of their customers," Stirling said.

The Awards will be presented to winners at a gala banquet, held at the Westin Hotel in Sydney on 27th May 2016.

About the Stevie® Awards

Stevie Awards are conferred in seven programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, The American Business Awards, The International Business Awards, the Stevie Awards for Women in Business, the Stevie Awards for Great Employers, and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 10,000 entries each year from organizations in more than 60 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at <http://www.StevieAwards.com>.

About Nuance Communications, Inc

Nuance Communications, Inc. 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 devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit www.nuance.com.

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