

Nuance Speaks Out on the Future of Bots, AI and Biometrics in Customer Service

Nuance and Leading Global Customers Showcase Bot and Virtual Assistant Strategies, Advances in Voice and Facial Biometrics at Opus Research IA Conference

BURLINGTON, Mass., – September 12, 2016 – [Nuance Communications, Inc.](#) today shared details around the Company's involvement in this week's [Opus Research IA Conference](#). Taking the stage with customers such as TalkTalk and USAA, Nuance executives will share experiences and vision on the future of intelligent assistants, bots, artificial intelligence (AI) and intelligent authentication through biometrics such as voice biometrics and facial recognition.

The full conference agendas can be found [here for the Intelligent Authentication](#) track and [here for the Intelligent Assistants](#) track. Of particular note are the following sessions (see link to agendas for dates and times):

- IA and IAuth for the Transformational Telco – Sarah Bramwell, Head of IVR, Telephony and Realtime, TalkTalk
- Striking the Bot Balance: Incorporating Human Feedback – Robert Weideman, EVP and GM, Nuance Enterprise
- Keynote Panel: Meeting IA's Tough Challenges - The Implementers' Dilemmas – Darrius Jones, AVP Enterprise Innovation, USAA
- Executive View: Future of Secure, Multi-channel Intelligent Assistance – Mark Hanson, World Wide Head of the Cognitive Innovation Group (CIG), Nuance
- Implementing IAuth Solutions: Voice Focus – Brett Beranek, Director, Voice Biometrics, Nuance

Additionally, during this week's conference, Nuance will showcase its [Nina](#) intelligent virtual assistant, as well as the recently announced [TouchAssist](#) solution from TouchCommerce. ([Nuance announced that it would acquire TouchCommerce](#) on July 21, 2016 and [closed the acquisition](#) on August 16, 2016). Executives will also be on-hand to discuss how automated self-service systems can learn and improve through collaboration with humans, delivering a balanced approach to artificial intelligence that drives real value in the customer service ecosystem.

Nuance will also showcase its [voice biometrics](#) solutions, which have been adopted by organizations globally as a more natural, effortless, and accurate way to authenticate customers securely by allowing them to use their voice as their password. Finally, executives will demonstrate new advancements in facial recognition being incorporated with voice biometrics to broaden the scope of Nuance's authentication solutions offerings. Consumers can benefit from the simplicity of using their voice or face to verify their identity instead of being forced to remember PINs, passwords, or security questions.

To learn more about Nuance's portfolio of customer service solutions, [go here](#).

Conference Details

What: Nuance at the 2016 Opus Intelligent Assistants and Intelligent Authentication Conference

When: September 12-13, 2016

Where: Palace Hotel, 2 New Montgomery Street, San Francisco, CA; Nuance located in Presidio room

Why: Nuance is showcasing its broad portfolio of intelligent customer service solutions powered by artificial intelligence at the 2016 Opus Intelligent Assistants and Intelligent Authentication Conference. Executives from Nuance, as well as several leading financial services organizations, will speak about the positive impact of

virtual assistants and biometrics in providing a more intuitive and engaging experience for customers.
For media: To make an appointment to speak with an executive from Nuance, please contact Erica Hill at 781-888-5518.

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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