

# Nuance Announces Full-Lifecycle Customer Analytics Portfolio

## **Leader in Automation & Intelligent Self-Service Introduces Voice of the Customer Analytics, Optimizing the Customer Experience while Driving Business Results**

BURLINGTON, Mass., – June 12, 2017 – [Nuance Communications, Inc.](#) (NASDAQ: NUAN) today announced that it is expanding the Nuance Analytics portfolio of advanced solutions to empower enterprise organizations to transform their customer engagement data into actionable insights. Whether needing immediate insights, customized solutions, enabling inputs for analytic products developed in-house, or professional services, Nuance Analytics can identify insights across the customer journey, take action and optimize the customer experience. As a result, enterprise organizations can increase operational efficiency, reduce customer churn, improve sales conversion, mitigate risk and maximize ROI.

Drawing on decades of experience in speech, natural language understanding (NLU), and artificial intelligence, Nuance's Enterprise division has long provided actionable business insights through its speech and self-service technologies, Professional Services, and Nuance Insights for IVR. Now, recognizing the growing need for smart and integrated analytics that provide insights into the customer journey across all channels, Nuance is expanding its prediction and analytics to complement its customer engagement solutions, powered by AI, to better understand and improve the customer experience.

As part of this expansion, Nuance is partnering with third parties such as [CallMiner](#), the leader in speech and engagement analytics. Nuance's expert automation and data science services can be combined with both CallMiner's Eureka customer engagement analytics platform and Nuance Insights solutions to enable organizations to automate monitoring and scoring of 100% of consumer contacts. This empowers organizations by providing deep customer insights to improve the experience while also improving customer engagement center and agent performance, increasing sales conversions and decreasing costs.

"We are excited about our partnership with Nuance and to be powering Nuance's voice of the customer (VOC) analytics offering," says Terry Leahy, CEO and President at CallMiner. "With Nuance Transcription Engine powering CallMiner Eureka, and CallMiner Eureka powering Nuance's VOC analytics, together we have created a world-class enterprise analytics offering."

"In today's technologically-advanced and customer-centric world, in order to stay competitive companies must adapt and leverage analytics to derive insights across all engagement channels including voice, web, email, social, SMS, and others," said Robert Weideman, general manager and executive vice president, Enterprise Division, Nuance. "Nuance Analytics provides the necessary visibility into the full customer journey to make actionable insights truly actionable, driving improved customer service as well as business and operational results."

Nuance Analytics now delivers the benefit of a truly holistic view of the customer experience through gleaning contact center insights via the VOC offering combined with the automation insights available through Nuance Insights. To provide an additional value add, these solutions can also be combined with Nuance Professional Services' domain expertise to optimize the customer experience. Proven benefits include improving first contact resolution, automated performance feedback to agents, real-time agent assist, automated compliance auditing and risk mitigation, and much more. Nuance continues to forge a path towards leveraging data and analytics for predictive and prescriptive analytics and AI within Nuance's portfolio of offerings.

To learn more about Nuance's analytics portfolio, [go here](#).

([Tweet this news](#)): Today, @NuanceENT announced an expanded analytics portfolio to drive business results while optimizing the #CX [bit.ly/2t3uS5w](#)

## About Nuance Communications, Inc.

Nuance Communications, Inc. (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 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](http://www.nuance.com).

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