

Nuance Honored at The 2018 Stevie Awards as a Leader in Intelligent Customer Engagement Solutions

Nuance and its Customers Win Big for Innovative Customer Engagement Solutions Across Six Categories for Innovation and Excellence

BURLINGTON, Mass., – February 27, 2018 – [Nuance Communications, Inc.](#) today announced the company earned multiple Stevie® Awards for Sales & Customer Service. Nuance, the pioneer and leader in conversational and cognitive AI innovations, was recognized as a finalist in six categories for innovation and excellence at a February 23rd gala held in Las Vegas, NV.

Nuance and its customers were honored with the following 2018 Stevie Awards for Sales & Customer Service:

Nuance Biometrics and Virginia Credit Union – Silver, Best Use of Technology in Customer Service – Financial Services Industries. Virginia Credit Union’s (VACU) partnered with Nuance to reinvent their authentication strategy, while maintaining the personal, high-touch member experience they are known for. The resulting solution, called VACU Voice ID, blends two Nuance biometrics technologies, FreeSpeech and FraudMiner, to authenticate members by their voice and detect and prevent fraudulent behavior.

Nuance Biometrics and BBVA Bancomer – Silver, Best Use of Technology in Customer Service – Financial Services Industries. BBVA Bancomer turned to Nuance’s voice biometrics to strengthen its pension system and improve the process of Proof of Life verification. Voice biometrics expedited and removed obstacles for their pensioner clients by verifying their identity through a simple call.

Nuance Digital Engagement Platform – Silver, Sales or Customer Service Solutions Technology Partner of the Year. Nuance Digital Engagement Platform combines the best of automated virtual assistants and human-assisted customer engagements into one unified platform, enabling companies to target the right visitor with the right message at the right time. The platform allows enterprises to design an experience once and deploy it on any channel – desktop and mobile browsers, inside an app, Apple Business Chat, via text messaging, social media, in third-party messaging apps or for smart speakers.

Nuance and CallMiner Customer Engagement Analytics – Silver, New Contact Center Solution. Nuance and CallMiner have partnered to deliver a customer engagement analytic solution that offers the most robust and accurate insights into the customer journey through AI. Through this partnership, the CallMiner Eureka Voice of the Customer analytics platform has combined with Nuance’s Professional Services team to reveal

insights from automated analysis of communications across channels – calls, chat, emails, texts, social media, surveys, and more.

Nuance and Citizens Bank – Bronze, Customer Service Success, Financial Service Industries. Citizens Bank, one of the largest retail banks in the U.S., launched Nuance Live Chat to increase customer connections and improve the online customer experience. Nuance Live Chat has been implemented into the retail bank’s online acquisitions, home loans applications, and general banking applications to ensure a superior user experience for customers.

Nuance Nina and Ask FedEx – Bronze, Innovation in Customer Service – All Other Industries. FedEx has launched Nuance Nina, the AI-powered virtual assistant, to deliver intelligent, customer-centric self-service across all key FedEx web pages worldwide, across 79+ countries and in 15 languages. Since the deployment, in North America alone, there have been 6.4 million interactions with the virtual assistant.

“We congratulate our forward-thinking customers for their recognition by the Stevie Awards as leaders in delivering innovative customer engagement solutions,” said Robert Weideman, executive vice president and general manager, Enterprise Division, Nuance. “More than ever, a superior customer experience serves a cornerstone for success in a fiercely competitive global economy. As the leader in conversational and cognitive AI, we strive to enable our customers to be winners in their respective industries.”

The Stevie Awards for Sales & Customer Service are the world’s top honors for customer service, contact center, business development and sales professionals. More than 2,500 nominations from organizations of all sizes and in virtually every industry were evaluated in this year’s competition. Winners were determined by the average scores of more than 150 professionals worldwide in seven specialized judging committees. The awards were presented to honorees during a gala banquet on Friday, February 23 at Caesars Palace in Las Vegas, NV.

Details about the Stevie Awards for Sales & Customer Service and the list of Stevie winners in all categories are available at www.stevieawards.com/sales. To learn more about Nuance’s omni-channel customer engagement solutions, [go here](#).

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 Great Employers, the Stevie Awards for Women in Business 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 is the pioneer and leader in conversational and cognitive AI innovations that bring intelligence to everyday work and life. The company delivers solutions that can understand, analyze and respond to human language to increase productivity and amplify human intelligence. With decades of domain and artificial intelligence expertise, Nuance works with thousands of organizations – in global industries that include healthcare, telecommunications, automotive, financial services, and retail – to create stronger relationships and better experiences for their customers and workforce. For more information, please visit www.nuance.com

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