

Independent Research Firm Names Nuance “Killer Solution” and a “Strong Performer” in New Conversational Computing Report

Evaluated Alongside Tech’s Biggest Names, Nuance Receives Differentiated Rating in Key Criteria

BURLINGTON, Mass. – June 12, 2018 – [Nuance Communications, Inc.](#) (NASDAQ: NUAN), a leader in conversational AI innovations, today announced that Forrester Research has identified the company as one of the top emerging voice and chat companies in the “The New Wave™: Conversational Computing Platforms, Q2 2018” report.

The report identifies the most significant providers in the industry, evaluating Nuance along with technology powerhouses Amazon, Google, Microsoft and IBM on current offering, strategy and market presence. Nuance was recognized for enabling human-machine conversations, earning a differentiated rating in the criteria of breadth of services, UX support, geography and languages, and analytics.

While the Conversational Computing market is still nascent, Forrester asserts that “voice and chat interactions are quickly moving into the mainstream.” With the reliability of voice technology, pervasiveness of connected devices, and strong preference for ease-of-use, peoples’ expectations for digital interactions are dramatically increasing. Conversational Computing Platforms are what enable this on-demand, personalized, and connected experience, handling a variety of complex requests and tasks: from asking your car for directions to the nearest coffee shop to checking your bank balance through a virtual assistant. As Forrester notes: The ability to talk to devices at home; request information through a chat interface; and place an order while driving a car, using only your voice are quickly moving from the realm of science fiction into daily life[1].

In the report, Forrester notes that “Nuance Communications is a killer solution with a development platform. [It] has been enabling human-machine conversations for many years in the call center, giving it a running start in enabling tomorrow’s conversational computing platforms.”¹ Forrester also stated in the report that “Nuance tackles large, complex, conversational problems that are often mission-critical. It has strong industry expertise, especially in the call center, along with professional services to back that up.”¹ Nuance expertise in delivering solutions for multifaceted, complicated business cases has resulted in the company’s impressive roster of relationships with global organizations.

This recognition follows Nuance’s #1 ranking in Forrester’s June 2017 report, The Top 10 Chatbots For Enterprise Customer Service. These growing accolades underscore Nuance’s AI prominence, especially in bringing real, conversational experiences to complex industries, such as healthcare, automotive, telecommunications and financial services. Nuance works with thousands of the world’s leading companies, including BMW, Ford, HSBC, FedEx, Coca-Cola, American Airlines, and Partners HealthCare to bring intelligence to work and life and transform the way people experience technology.

“To be included in this report and evaluated as a strong performer is testament to the tremendous work and advances our team delivers enabling our customer success every day,” said Robert Weideman, Executive Vice President & General Manager, Nuance Enterprise Division. “We are laser-focused on helping our customers bring AI to life, simplify daily interactions and solve their most complex business problems.”

For more information on Nuance’s Conversational Computing capabilities, please visit: <https://www.nuance.com/omni-channel-customer-engagement/technologies/artificial-intelligence.html>

About Nuance Communications, Inc.

Nuance Communications, Inc. (NASDAQ: NUAN) is the pioneer and leader in conversational 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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[1] New WAVE™ : Conversational Computing Platforms, Forrester Research, Inc., April 12, 2018

<https://news.nuance.com/2018-06-12-Independent-Research-Firm-Names-Nuance-Killer-Solution-and-a-Strong-Performer-in-New-Conversational-Computing-Report>