

Nuance Celebrates One Billion Consumer Interactions Each Month with its Dragon TV Platform

Dragon TV enables voice-powered search and discovery and personalized and secure access to content and services through voice biometrics

AMSTERDAM (IBC Show 2018) and BURLINGTON, Mass., September 13, 2018 – At IBC Show 2018, [Nuance Communications, Inc.](#), the pioneer and leader in conversational AI innovations, announced that users are now interacting with its Dragon TV platform more than one billion times per month, demonstrating increasing affinity for voice-powered control in the home. Dragon TV, a [Technology & Engineering Emmy® Award winner](#), provides an intuitive, voice-activated navigation platform that empowers users to seamlessly search and discover content using just their voice.

An intuitive and intelligent voice interface has become a necessity in the TV experience as users look to navigate the tens of thousands of on-demand titles now available from top service providers. Beyond the TV, an increasingly smart home full of connected devices requires a highly optimized speech interface to ensure broad consumer acceptance, access, consumption, and device interoperability. As the central hub of the connected home, the TV is also growing as a point of connection for brands to engage customers with services.

Leveraging advances in deep learning and natural language understanding, Dragon TV is designed to enable a conversational user experience for smart TVs, set-top boxes, remote controls and smart speakers. With Dragon TV, service providers and manufacturers can provide a personalized and fast way for their subscribers to seamlessly search, discover and engage with content and bring third-party brands the ability to engage customers on yet another channel. In addition, Dragon TV leverages voice biometrics to authenticate the various users in the home by their voice and provide personalized content recommendations as well as secure engagement with services from banking to online shopping to food ordering.

“One billion transactions per month is an important milestone as we measure the impact voice-powered interaction has on users’ engagement with connected devices in the home,” said Adam Thibault, general manager, TV and V2T, Nuance. “As technology evolves, voice will only take a more prominent place in how we interact. The technology behind Dragon TV, particularly our industry-leading voice biometrics, bolsters the power of speech and makes this interaction more secure and personal, while also enabling service providers with unprecedented understanding all of the users in the household, not just the main subscriber.”

Dragon TV provides voice-powered connected home experiences for service providers across the globe, including [Liberty Global](#), [yes](#) and [Orange France](#). A video with more details about Dragon TV can be found [here](#), and for more information on Dragon TV, visit [here](#). Press and analysts interested in learning more can meet with Nuance at [IBC Show 2018](#), September 14-18 in Amsterdam, at Hall 15 MS.37.

About Nuance Communications, Inc.

Nuance Communications, Inc. 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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