

Nuance Reveals Project Pathfinder: Machine Learning that Increases the Conversational Intelligence of Virtual Assistants

First-of-its-kind AI Innovation from Nuance Automatically Builds Domain-specific Conversation Maps from Existing Contact Center Chat Logs

BURLINGTON, Mass., February 5, 2019—[Nuance Communications, Inc.](#) (NASDAQ:NUAN), at its Customer Experience Summit, today revealed Project Pathfinder, a breakthrough technology that uses machine learning and Nuance AI innovation to increase the conversational intelligence of virtual assistants (VAs) and chatbots. Project Pathfinder reads existing chat logs and transcripts of conversations between agents and customers within contact centers, and automatically builds highly effective dialog models used to create and support two-way conversations between virtual assistants and consumers.

Many businesses, government agencies and healthcare organizations are working to implement VAs that are experts in answering questions and responding to requests in areas specific to their organization. Until now, training a virtual assistant to specialize in financial services, telecommunications, healthcare, insurance and other industries was a highly manual, time-consuming and often lengthy process prone to human error. Project Pathfinder demonstrates how machine learning and AI can automate the creation of dialog models by learning from logs of human conversations. This significantly reduces the time and cost to create an intelligent VA that resolves issues quickly and is capable of a contextual, two-way conversation.

“While today’s virtual assistants can reliably facilitate basic gateway questions and answers—such as ‘What’s my account balance?’—most are not able to have a real conversation or address more complex questions,” said Robert Weideman, EVP and GM of Nuance Communications Enterprise Division. “Unlike other conversational AI tools—which are predominantly programmed by humans—Project Pathfinder automates the build for human-to-machine interactions thanks to our advancements in natural language understanding (NLU) and intent discovery. Through Project Pathfinder, Nuance is raising the bar for the value that VAs can deliver.”

Nuance has made Project Pathfinder available to a number of strategic customers. The technology is expected to be generally available within Nuance solutions by the summer of 2019.

For more information on Project Pathfinder [click here](#).

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.

Trademark reference: Nuance and the Nuance logo are registered trademarks or trademarks of Nuance Communications, Inc. or its affiliates in the United States and/or other countries. All other trademarks referenced herein are the property of their respective owners.

Contact Information

For Press

Nuance Corporate Communications

Casey Bush

NuancePR@globalresultspr.com

<https://news.nuance.com/2019-02-05-Nuance-Reveals-Project-Pathfinder-Machine-Learning-that-Increases-the-Conversational-Intelligence-of-Virtual-Assistants>