Recognizing the power of speech.

Recognizer 11 leverages advanced AI to deliver more human-like interactions and reduce costs.

Consumers today place a high value on speed and convenience, becoming increasingly comfortable with artificially intelligent self-service to answer questions and solve problems. More human-like, conversational customer care increases self-service, helps differentiate brands, and improves customer satisfaction.

Nuance delivers a modern voice engagement experience that enables cost savings and simplifies customer service operations. Nuance Recognizer 11 is the software at the core of our contact center automation solutions, designed to work seamlessly in both on premise and cloud-based environments.

Recognizer 11 has been enhanced using advanced technologies like deep neural networks and machine learning for more accurate, expedient, and autonomous interactions that increase customer satisfaction and enable new, virtual assistant-style experiences.

Cloud-ready capabilities, sensitive data management, and advanced monitoring and deployment management, give businesses unprecedented flexibility to create and operate speech resources.

Together, these capabilities add up to unparalleled levels of accuracy, reliability, and ease of use that will transform the way you care for your customers.

The most advanced natural language support
Callers experience the freedom to use their own words to navigate to answers and complete more complex tasks. Nuance Recognizer 11 considers context and intent—and holds that insight through multiple steps—enabling both proactive suggestions and faster resolution, leading to improved customer satisfaction.

Integrated tooling for application creation and management
Comprehensive, easy-to-use tooling enables you to automate complex interactions and quickly build and refine applications on your own, on demand. Pre-built language models and domain packs speed time to market.

Support for multiple languages
Nuance Recognizer 11 is available for more than 75 languages and dialects. It can even recognize several language grammars in parallel to address the needs of caller populations that speak multiple languages.

AI delivers powerful capabilities
– **Reduce customer frustration with high accuracy, AI-based speech recognition**
Multi-layer customization allows tuning to specific needs. Custom weightsets keep the focus on concepts that matter most.
– **Improve customer experience with dynamic, contextual understanding**
Neural network-based recognition engine captures near-real-time, contextual meaning to deliver more human-like interactions, as well as faster, more contextually accurate voice-to-text.
– **Lower operating costs with new opportunities for automation**
Reduce call durations and increase containment and self-service success with accuracy that reserves agents for more complex, high-value tasks. Quickly enable quality speech by using ready-made Language and Domain Packs built with machine learning.
– **Act in real-time to help customers using frame-based recognition**
Act as soon as key words are spoken with real-time audio transcription, delivering in-process results to the application and speeding your customers to what they need.

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Continuous recognition improvement

Nuance Recognizer 11 learns and improves on its own over time thanks to built-in tuning. What's more, Nuance Insights gathers the business intelligence needed to recommend broader tuning initiatives.

Secure data management

Security is important to your business, and Nuance Recognizer 11 provides multi-tenant data security control to suppress or encrypt sensitive data in logs and recordings. This balances the need to protect sensitive data with the desire for tracking data for auditing, compliance, and tuning purposes.

High availability and reliability

The Resource Manager provides load balancing, failover, and fault tolerance capabilities to ensure high service availability and cost effective, reliable operation.

Centralized server management

The Nuance Management Station provides powerful, secure OA&M capabilities, including consolidated logging, monitoring, and reporting, that simplify the management and maintenance of speech based, self-service systems.

Standards support

Nuance Recognizer 11 is compatible with all Nuance Recognizer 10-based applications, and updates support for current software and OS. Compatible with emerging and accepted standards such as EMMA, SRGS, SISR, NLSML, and MRCP.

Multitenancy

Multiple speech based applications can share the same server and still be tracked separately for logging, debugging and reporting tasks. Applications can use separate language packs, data security settings.

For more information on how Recognizer 11 can improve your business results, contact your Nuance representative today.

Market leading results

Nuance Recognizer has been shown to deliver on average 20% error reduction across multiple tasks and over 10X improvement in semantic interpretation.

About Nuance Communications, Inc.

Nuance Enterprise is reinventing the relationship between enterprises and consumers through customer engagement solutions powered by artificial intelligence. We aim to be the market leading provider of intelligent self- and assisted-service solutions delivered to large enterprises around the world. These solutions are differentiated by speech, voice biometrics, virtual assistant, web chat and cognitive technologies; enabling cross-channel customer service for IVR, mobile and web, Inbound and Outbound; and magnified by the design and development skill of a global professional services team. We serve Fortune 2500 companies across the globe with a mix of direct and channel partner selling models.

Omni-Channel Customer Engagement
Vocalizer 7 text-to-speech
for IVR and mobile self-service

Data Sheet

Vocalizer 7: Advanced TTS for IVR and mobile

Humanlike text-to-speech for the voice of your brand.

Creating audio output for IVR and mobile apps can be complex and expensive when you consider the prospect of recording and managing thousands of prompts.

And while the promise of text-to-speech engines is to eliminate recordings and speak dynamic data in real time, sometimes recorded prompts are better suited to the task. Until now, the ideal scenario—combining recordings and computer-generated speech—has presented challenges.

With Nuance Vocalizer 7, it's possible to generate a custom voice, trained on your use cases and dialogues, that speaks your language as if they are a live agent.

Applications send text to Vocalizer and it determines whether to use pre-recorded prompts, dynamically generated speech, or a combination of the two.

Vocalizer 7 uses advanced text-to-speech technology based on recurrent neural networks that delivers a far more human-sounding voice with enhanced expressivity, improved multilingual support, and high-quality speech output.

Vocalizer 7 is available in more than 50 languages and 115 voices, 17 of which are multi-lingual–more than any other engine. It manages playback of your application's audio, both from your library of static prompt recordings and by generating dynamic prompts using text-to-speech (TTS) technology.

Key benefits
– **Deliver a superior caller experience**
Avoid patchwork prompts by blending text-to-speech with pre-recorded audio for seamless, more lifelike conversations.
– **Reduce costs by automating more calls**
Quickly speak information to callers that would otherwise require agent handling. Enable new automation of tasks across web, mobile and IVR.
– **Support your brand with a custom voice experience**
High quality TTS voice delivers an exclusive brand experience, across channels, improving the customer journey.
– **Flexibility and control**
Custom dictionaries, rulesets, and prompt tunings with Vocalizer Studio enable greater control over system updates and more flexibility to address speech output needs.
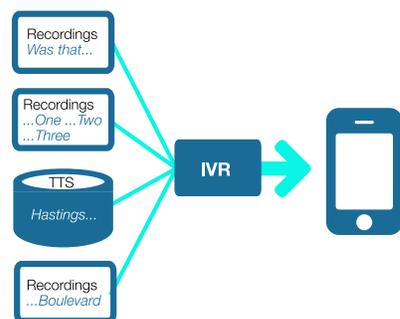– **Replace costly prerecorded prompts with high quality TTS**
Avoid expensive voice talent with lifelike speech synthesis based on recurrent neural networks.
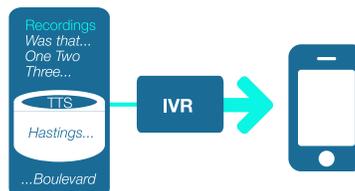– **Greater security**
Enjoy greater control over handling sensitive data in logs, including the ability to encrypt confidential data.

Old TTS

With Vocalizer 7

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Vocalizer advances the state of the art in automated speech. Along with the ability to gracefully blend static and dynamic speech output, Vocalizer features enhanced, more lifelike speech quality and accuracy through AI-optimized text processing, more comprehensive pronunciation dictionaries, and, in multiple languages.

Expressive, versatile, and consistent

– **High-quality, humanlike voice**
  Voices with incredible smoothness, continuous enhancements, and innovative technical capabilities provide a new level of customer experience.

– **Unique custom voices**
  Deliver an automated, one-of-a-kind "voice of your brand" for a memorable customer experience.

– **Multi-lingual support**
  More accurate language identification and high-quality acoustic extensions provide superior foreign language readout in 17 multi-lingual voices.

– **Support for more than 50 languages and 115 voices**
  Nuance provides broad coverage in the Americas, Europe, Middle East and Asia.

– **Virtual Assistant-like experiences**
  Create dynamic, virtual assistant-style applications without the hassle of having to record every combination of phrases and words, saving time and cost.

– **Standards support**
  Vocalizer 7 includes support for accepted standards such as SSML, VXML, and MRCPv2. And,

it is compatible with Vocalizer 6 voices to streamline upgrades.

– **Easy to use**
  Vocalizer 7 is easy to operate and maintain. Tuning and customization, like user dictionary or user ruleset updates, can be made without interrupting live traffic. And, multiple speech-based applications can share the same instance of Vocalizer 7 and still be tracked separately for logging and reporting tasks.

For more information on how Vocalizer 7 can improve your business results, contact your Nuance representative today.

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