NUANCE

Nuance Recognizer as a Service (NRaaS):

Is a building block component of Nuance's Conversational AI Services, providing API-based access to constrained speech recognition capabilities.

Conversational AI Services

Create innovative customer experiences with open, instant API access to powerful speech and AI technology.

The Nuance Recognizer engine has set the industry standard for automatic speech recognition for decades. By making it available as an API, we're helping our customers move to the cloud and giving them the ability to quickly build and launch voice applications that outperform traditional speech-to-text (STT) solutions. It will also help our customers who have spent time creating and tuning their grammars protect those investments when they move to the cloud.

API ⚙

Boundless choice

Pay for just the capabilities you need, opening up more options for the kinds of technology you can build into your applications.

Lightning speed

When the pressure's on to meet new customer demands, there's not a moment to lose. Our APIs enable you to act fast and create amazing customer experiences that leave your competitors trailing behind.

Nuance Recognizer as a Service offers more accuracy and better performance than alternative speech recognition solutions. For example, it excels at alphanumeric recognition ("Please say your 12-digit delivery tracking number.") and it performs DTMF tone recognition, enabling organizations to contain more routine calls in the IVR. It's an ideal AI backbone for IVRs that use menu options or directed dialog, or for small applications that don't require lots of training to function effectively, as well as a convenient fallback option for first time callers or callers in noisy situations.

Build the solutions you need—fast

By accessing these services as APIs, our customers can also move existing applications to the cloud and take advantage of high levels of availability, scalability, and security. And because our Conversational AI Services integrate with leading IVR and Contact Center as a Service (CCaaS) platforms, organizations that have invested in building, tuning, and optimizing applications can move to the cloud knowing their existing solutions will continue to generate ROI.

Limitless flexibility

Take a modular approach or go all-in on a full conversational AI suite—our APIs give you the flexibility to create your ideal solution. And you can always call on expert help during any part of your project.

Continuous evolution of conversational AI

Nuance continues to invest in evolving the Conversational AI Services portfolio by adding new services and optimizing the underlying algorithms based on our latest research. So, keep an eye out for more exciting announcements in the future as we discover new ways to power intelligent omnichannel customer engagement.

To learn more about NRaaS and request a free evaluation please contact Diagenix.

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.

About Diagenix Corporation

Diagenix offers leading-edge Conversational AI, speech, and security technologies from major corporations like Microsoft, Nuance, Google, and Amazon, with over 25 years of experience in delivering tailored speech applications, voice biometric security solutions, integration software, digital chatbots, telephony platforms along with our Packaged Applications. These solutions empower businesses of all sizes to provide 24/7 access to information across various communication channels.

Since 2001, Diagenix has been a trusted Nuance Alliance Partner and Master Distributor, with more than 300 successful Nuance deployments across the US, Canada, and Mexico.

For more information, visit
www.diagenix.com or call **1.866.425.6600**