NUANCE

Empower your agents with AI for improved experiences.

Improve customer satisfaction and drive increased revenue with machine learning and AI.

Agents and customer-facing employees are the frontline to a customer's relationship with the brand. Every interaction creates an opportunity to improve—or damage—a customer relationship. Yet agents may not have the right knowledge due to tenure, different skill levels, or working remotely—making it harder to deliver consistent engagements, ensure customer satisfaction, and improve their own job satisfaction.

Better preparation = better outcomes
Nuance Agent Solutions help organizations improve agent operations by boosting satisfaction and efficiency while lowering turnover rates and reducing ramp-up times. When agents are better prepared, they can more confidently assist customers with relevant and timely information and intelligently coordinate multiple engagements at the same time—streamlining customer engagement and promoting higher satisfaction.

Support agents with AI and machine learning
By providing contact center agents with real-time guidance using AI and machine learning, organizations can monitor and assess customer conversations (both automated and live) to prevent customer churn and grow revenue through upsell and cross-sell opportunities. Nuance Agent Solutions provide:

— **Agent Coach:** Monitors active conversations between consumers and agents and uses machine learning and NLU algorithms to deliver relevant real-time insights as well as proactive recommendations. Agent Coach integrates into any agent desktop and supports text-based conversations to meet the needs of digital agents.

— **Agent Desktop:** Provides relevant and timely information and helps agents intelligently coordinate multiple engagements at the same time across messaging, voice, and text channels.

— **Supervisor Desktop:** Allows detailed visibility into the status of the customer engagement program and identifies trends in individual agent performance and areas of improvement.

BENEFITS

— **Improves customer satisfaction:** enables agents to support customers more effectively in less time.

— **Increases agent satisfaction and lowers agent turnover:** delivers consistent information at the right time to help agents do their best work.

— **Boosts revenue:** creates more valuable up- and cross-sell opportunities.

— **Shortens agent ramp-up time:** reduces training time through easy access to a constantly optimized knowledge pool.

— **Promotes greater trust:** increases customer trust in the brand as agents provide timely, reliable information without need to seek assistance.

— **Mitigates risk:** monitors conversations to ensure agent compliance with regulations and best practices.
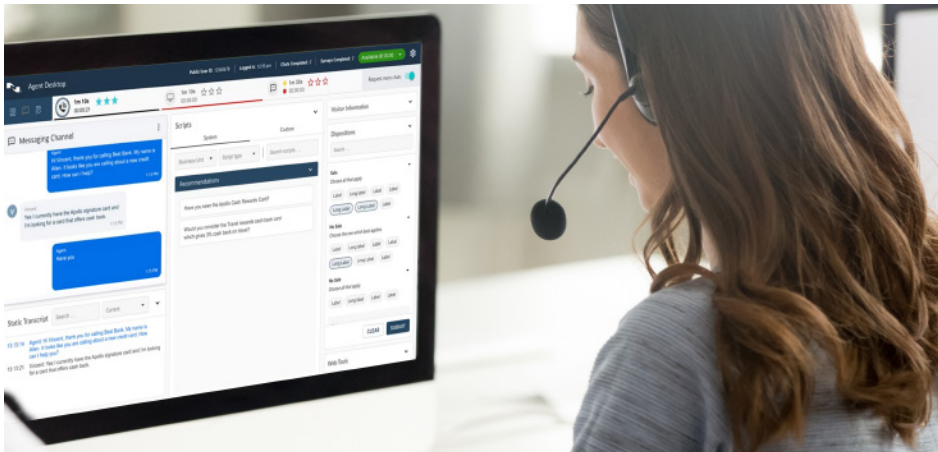
Decrease average handle time and boost security

Agents spend too much time validating customer identities. Pair Nuance Agent solutions with biometric authentication which uses AI to verify customer identity and prevent fraud—streamlining engagements and allowing agents to focus on customer needs and not PINs and passwords.

Rely on Machine Learning processes with built-in data protection mechanisms

— **Data Protection:** When using Nuance Agent Coach as part of an overall Nuance Digital Engagement Platform (NDEP) solution, personal data is automatically identified from live chat transcripts and masked before being loaded onto the database. The solution also allows live agents to manually mask additional information as necessary. During the model generation, a de-identification process further removes variable data and personal data such as a customer's name, age, address, date of birth, contact information, or any type of alpha-numeric identifier (SSN, account number, driver's license, or vehicle registration information, etc.).

— **Data Usage:** To ensure recommendation relevancy and usefulness, the Agent Coach model is only generated on a per client basis using existing live chat transcripts; it cannot be utilized for any cross-client recommendation models. Although Nuance may use information and learnings to drive and refine algorithms for future model generation, personal data is never used or shared with other clients. Additionally, with the API service Nuance provides for generating models, any recommendation can be overridden and replaced by the administrator.

LEARN MORE

Visit nuance.com or contact us at cxexperts@nuance.com to learn more about how Agent Coach can help you agents and your customers.