

Customer engagement

# Celebrating a decade of wins with the 2023 Stevie® Awards

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Since 2013, Nuance and our customers have been awarded more than 60 accolades in The Stevie® Awards for Sales and Customer Service, in recognition of our shared position as leaders in the customer experience space. This year, we add three to the total, with awards for Best Use of Technology in Customer Service, Contact Center Solution, and Technology Partner of the Year.

Over the past decade, it's been our honor to receive more than 60 accolades in [The Stevie® Awards for Sales and Customer Service](#) alongside our enterprise customers. We've been recognized in categories spanning customer engagement, agent productivity, and innovation thanks to our Conversational AI, Security AI, and Agent AI capabilities.

For 2023, we're pleased to add to this total, with awards for our work alongside Virginia Credit Union and others, as well as our work on the Microsoft Digital Contact Center Platform.

Here's a rundown of this year's wins:

## **Silver for Best Use of Technology in Customer Service, Financial Service Industries, for Virginia Credit Union**

Serving over 310,000 members, Virginia Credit Union (VACU) is a financial co-operative that offers a variety of affordable banking services, loans, mortgages, and free financial education resources. The member experience is top priority for VACU's leaders and its team of agents—which is why they wanted to create a friction-free authentication process for every contact center interaction.

With knowledge-based authentication often taking more than two minutes to complete, average handle times were high, and agents were under extra pressure to keep members happy while taking them through a series of questions every time they called. VACU needed a way to cut this frustration out of the process without loosening security and putting its members and their accounts at risk of fraud. So, it deployed Nuance's [biometric authentication](#) to streamline and protect member interactions.

The solution captures a completely unique "voiceprint" for enrolled callers, which means they can be automatically recognized in under six seconds using the individual characteristics that make up their voice. There's no special process to follow; the solution simply compares callers' natural speech to its library of voiceprints and list of known fraudsters, verifying their identity in real time.

Over [130,000 regular callers are now enrolled in the program, and the solution has reduced VACU's average handle time by 84 seconds](#). Members now have the confidence that they're protected—and they can access the services they need more quickly. And agents are freed to focus on providing standout support instead of working through lengthy authentication processes.

## Silver for Contact Center Solution, for the Microsoft Digital Contact Center Platform

Launched last summer, [the Microsoft Digital Contact Center Platform](#) combines best-in-class solutions from Microsoft, such as Dynamics 365 and the Power Platform, with [Nuance's top-tier conversational AI and omnichannel engagement tools](#). It empowers organizations with a comprehensive suite of customer service and engagement tools, enabling innovation in the contact center.

The platform offers a flexible solution for contact centers, powering self-service experiences, live customer engagements, collaborative agent experiences, business process automation, advanced telephony, and fraud prevention capabilities.

The Digital Contact Center Platform is ushering in a new era of customer experience for organizations around the world, enabling them to streamline, personalize, secure, and connect journeys across channels. It's still early days for this solution, but we're so excited by its initial successes and future potential—and it's a great sign that The Stevies® recognize the power of the platform.

## Bronze for Technology Partner of the Year, for Powering the Next Generation of CX

We're also honored to be counted as a Technology Partner of the Year, in recognition of the work we do with our global customer base, which includes 75 of the Fortune 500 and 10,000 healthcare organizations.

Every day, our customers bring us interesting new challenges to tackle in both our enterprise and healthcare work, where [we're bringing technologies like ambient clinical intelligence to clinicians](#) around the world.

And, by combining the power of Microsoft and Nuance, our reach and capabilities as a partner are growing even more. Together, we're redefining how technology shapes customer and agent experiences, and we look forward to discovering what we—and our customers—can achieve next.

**Tags:** [Awards](#), [Stevie awards](#), [Microsoft Digital Contact Center Platform](#)



### About Tony Lorentzen

Tony has more than 25 years of experience in the technology sector, spending the last 17 with Nuance where he is currently the SVP of Intelligent Engagement Solutions within the Enterprise Division. Before that he served as the leader of several teams at Nuance including Sales Engineering, Business Consulting, and Product Management. A proven leader in working with the cross-functional teams, Tony blends his in-depth knowledge of business management, technology and vertical domain expertise to bring Nuance's solutions to the Enterprise market, partnering with customers to ensure implementations drive true ROI. Prior to Nuance, Tony spent time at Lucent and Verizon where he led teams that applied the latest technologies to solve complex business issues for large enterprises. Tony received a B.S. from Villanova University and a MBA from Dowling College.



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