

Customer engagement

Nuance named leader in 2019 Forrester Wave: Conversational AI for Customer Service

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Another WIN for Nuance AI: differentiated for artificial intelligence (AI), voice and speech engines, approach to human/AI blending, omni-channel delivery capabilities and security and authentication

Nuance has been focused on pioneering the Conversational AI landscape for decades. Today the world’s biggest companies are using our solutions to engage their customers, and, in any given moment, somewhere someone in the world is talking to a Nuance-enabled conversational system. Our mission since inception has been to change the way humans and machines interact, and today that mission lives on in our laser focus on making it easier for brands to engage their customers and allowing customers to talk to brands as they do their friends.

That’s why [being named a leader in Forrester’s 2019 Conversational AI for Customer Service New Wave matters to us](#). In our opinion, it means we are achieving our goal of pushing the industry forward through powerful innovation – bringing our customers the conversational AI they need to deliver engaging and personalized experiences across all the channels their customers and prospects engage – outpacing others who are beginning to enter our space.

Nuance has been consistently recognized by Forrester for its conversational AI capabilities with this report coming on the heels of the firm identifying Nuance as one of the top emerging voice and chat companies in the “[The New Wave™: Conversational Computing Platforms, Q2 2018](#)” report and ranking Nuance #1 in the June 2017 report, [The Top 10 Chatbots For Enterprise Customer Service](#). This third-party validation adds to our impressive list of accolades including our technology being ranked #1 numerous times by Opus Research and our customer deployments winning more than 40 Stevie Awards for Sales and Customer Service – more than any competitor in the conversational AI for customer service space.

We see this year’s New Wave as being critical as it evaluated a wider set of criteria beyond just conversational tools and digital chatbots. We believe this Wave looked at the future of the industry – where

conversational AI must be channel-less, intelligent, secure and enterprise-grade. It also must interweave with human experts, an area in which Nuance shined in the report, with Forrester citing us as “[outstripping] rivals” with our tools for human agents.

Tags: [Conversational AI](#), [Forrester](#)



About Robert Weideman

Robert Weideman is the executive vice president and general manager of the Nuance Enterprise Division, responsible for customer self-service solutions that are used by leading organizations around the world to automate and optimize the customer care experience. Robert is driving the team behind Nina, the virtual assistant for customer service, which delivers human-like customer service for contact centers, and mobile and web apps. In his tenure with Nuance, he has been the general manager for the Dragon and Imaging businesses, as well as SVP of international marketing in EMEA. Previously, Robert served as chief marketing officer for ScanSoft, and vice president of marketing for the Adobe Systems' portfolio company Cardiff Software. He has also held senior marketing and management roles at TGS.com and CA (Computer Associates). Robert holds a BS in Computer Information Systems and Software Engineering from San Diego State University.



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