

Customer engagement, Voice & IVR

Nuance rated highest-scoring for enterprise-class intelligent virtual assistants

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Opus Research's report evaluated 13 firms to better understand enabling platforms & technology, integration points & scalability, track record and future vision for enterprise-scale conversational AI. For the fourth consecutive year, Opus Research has named Nuance the highest-rated vendor for its superior platform and rich APIs.

Opus Research released its annual Decision Makers' Guide to Enterprise Intelligent Assistants—which, for the fourth year in a row, has named Nuance the highest-rated vendor. The report provides a comprehensive assessment of enterprise-grade Intelligent Assistant solution providers bringing natural language processing, machine learning, AI and analytics to support customer care, self-service, employee assistance, messaging, and device control. Its goal is to help buyers identify the solutions that are going to transform your organization to drive superior omni-channel experiences and boost bottom lines.

This year, Opus evaluated 13 vendors on product completeness and flexibility, as well as strategic potential in today's digital, e-commerce environment. The report notes that leading solution providers follow a "vision" for intelligent assistants that anticipates and addresses customer challenges and opportunities with conversational AI; champions the approach that AI should augment, not replace, human efforts; and applies AI and Deep Neural Networks to amplify both security measures and personalized customer experiences.

The 2021 report is particularly important when you consider just how critical seamless digital experiences became to our everyday lives over the last year. As organizations across the globe pivoted to engage with

consumers predominantly online, they needed robust enterprise-grade intelligent assistant solutions to support that shift. Opus acknowledges this shift early on in the report, referencing the new phase of maturity that "Intelligent Assistance" has entered "as firms of all sizes look for the best ways to employ chatbots, voicebots, and virtual agents to create better customer experiences and promote employee productivity."

At Nuance, we've witnessed this shift unfold firsthand. Today, our enterprise solutions power over 31 billion intelligent customer interactions annually, helping our Fortune 2500 customers increase revenue and customer satisfaction while reducing costs. We've continued to innovate upon these solutions – particularly in the last year – to make it easier for enterprises to address pressing consumer needs and deliver personalized care from virtually every channel.

For example, we launched a Voice-to-Agent messaging solution that lets consumers leave detailed messages that are automatically transcribed and routed to live agents, eliminating hold times in busy contact centers. We also created an open enterprise-grade, SaaS tooling suite called Nuance Mix, which helps organizations build, maintain, and deliver complex conversational AI solutions to fit their unique business needs. Our platform was also critical to businesses on the frontlines of the pandemic; Albertsons, one of the largest U.S. food and drug retailers, turned to Nuance to provide retail-time digital assistance to the growing number of customers ordering groceries via web and mobile apps. And now, we've created new solutions to help organizations responsible for vaccine distribution quickly and easily manage the influx of questions consumers have on availability, eligibility, dosage timing, and more.

Our commitment to our customers is core to what sets Nuance apart, in addition to the more than two decades of experience our team has in building the most powerful intelligent digital engagement solutions on the market. No matter what channel a consumer prefers to engage on—be it conversing with a virtual assistant on a website, receiving SMS messaging on mobile devices, or calling a customer service line—Nuance has an AI-powered solution that will ensure that experience is seamless.

We are so proud to be the leading vendor once again and promise to continue to live up to that recognition by providing you with the best conversational AI suite for driving CX success.

Tags: [Opus research](#), [Nuance Mix](#), [Intelligent virtual assistant](#)



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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