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Customer engagement

Nuance Receives Six 2020 Stevie Awards for Leadership in Intelligent Customer Engagement

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The Stevie® Awards for Sales & Customer Service are the world's top honors for customer service, contact center, business development, and sales professionals. More than 2,600 nominations from organizations in 48 nations of all sizes and in virtually every industry were evaluated in this year's competition. Winners were determined by the average scores of more than 180 professionals worldwide on seven specialized judging committees. The full list of winners can be found here.

This year, along with several customers, Nuance received six Stevie Awards, including:

- **Best Use of Technology in Customer Service Award – Telecommunications Industries**
  TELUS engaged Nuance to build out a more robust conversational IVR that allows customers to speak naturally at the start of the call to get more complex questions answered and transactions completed. Working with Nuance, TELUS has reduced its fast transfers and significantly increased self-service interactions.

- **Innovation in Customer Service Award – Financial Services Industries**
  USAA, one of the world's largest financial institutions serving over 13 million current and former members of the U.S. military and their families, turned to Nuance's virtual assistant technology to power its virtual assistant, which interacts

with USAA members via both voice and text, in contextual, intelligent natural dialog, recognizing multiple concepts and respond to changing intent.

- **IVR or Web Service Solution Award**
  The Nuance Lightning Engine eliminates the need for passwords or knowledge-based questions to securely validate individuals. Combining voice biometrics and natural language understanding technologies, it delivers more personalized and human-like experiences across channels, while authenticating customers in as little as half a second.

- **New Contact Center Solution Award**
  Nuance Pathfinder is a breakthrough technology that uses machine learning and Nuance AI innovation to increase the conversational intelligence of virtual assistants and chatbots. Pathfinder reads existing chat logs and transcripts of conversations between agents and customers within contact centers, and automatically builds highly effective dialog models used to create and support two-way conversations between virtual assistants and consumers.

Stevie Awards executive chairman, Michael Gallagher, said, “Stevie Award winners from around the world should be very proud of their achievements. The judges were impressed with the vast range of nominations submitted for 2020 and have agreed that their accomplishments are worthy of public recognition.”

At Nuance, we believe technology should empower life, not distract from it. That is why we build systems that take obstacles out of the way to help people focus on what matters. We give them back their time and their voice and empower them to do what they do best, better. Because we don’t make technology that stands in the way of what matters; we make technology that puts what matters into focus.

We are proud to be recognized for our commitment to providing technologies that empower our customers across industries. Exceptional customer care is nonnegotiable for organizations as consumer expectations continue to evolve in today’s rapidly growing digital economy. We congratulate our customers for their achievements in reinvigorating and redefining customer service experiences – and we are grateful for the Stevie Award recognition.

Details about the Stevie Awards for Sales & Customer Service and the list of Stevie winners in all categories are available at www.StevieAwards.com/sales.

Tags: Customer service strategy, Customer engagement solutions, Awards, Stevie awards

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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