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Nuance Communications

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No Other Speech Recognition Company Has As Many Deployments as Nuance Communications

Nuance Communications is leading the industry in the deployment of natural language speech recognition systems for V-Commerce and communications transactions. Nuance customers have deployed systems for applications as diverse as stock trading, travel reservations, personal assistants, telephone banking and call routing . All Nuance deployments share the benefits of high accuracy speech recognition and an easy to use interface that provides fast and efficient service.

Nuance customers are industry leaders who demand quality solutions. The list below shows how some of Nuance's customers are using speech recognition to improve service while saving money.

[Fidelity Investments](#)

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[Fidelity Investments](#)

Fidelity, the largest mutual fund company in the United States and a leading provider of financial services, uses Nuance's natural language speech recognition for their FAST(SM) --Fidelity Automated Service Telephone. The revolutionary system enables customers to trade equities, options and mutual funds and manage their accounts using natural, everyday speech. In addition, customers are able to review account balances and holdings, obtain quotes on stocks, options, market indexes and mutual funds, set up personalized quote lists, and review orders. The system is designed to handle an average of 250,000 calls per day with capacity of three to four times that for peak volume days. The brokerage giant also uses Nuance speech software for its FundsNet and Touch-Tone Express systems to automate quotes and account management.

[General Magic](#)

[Hear a Real Audio recording of this system.](#)

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unified messaging and personal information management capabilities. Portico also offers personalized content including stock quotes and news. The service is a prime example of a V-Commerce system, providing accessible over both the telephone and the Web.

[Webley](#)

This Chicago-area company uses Nuance technology for a personal assistant with a distinctly British twist. Webley features the voice of a British butler and offers voice dialing, unified messaging, personal number and conference calling services. Nuance 6, which replaced technology from another speech vendor, has enabled Webley to substantially increase its customer base.

[via World Network](#)

A subsidiary of Andersen Consulting, Via provides outsourced travel services to airlines and large corporations with internal travel agencies. Nuance's high-accuracy speech recognition engine is used by Via for completing and modifying reservations over the telephone using everyday, conversational language. This V-Commerce application is accessible over both the Web and telephone, and critical business information, such as corporate travel rules, is shared across devices. The company's Via Voice product is currently being used internally by Andersen Consulting and is being rolled out by a large North American airline.

[Odeon Cinemas](#)

Odeon Cinemas, the largest movie theater chain in the United Kingdom, uses a Nuance-based system for the Odeon Cinemas Film Line, a single, easy-to-remember number that connects callers with any of Odeon's London area cinemas. The system, a first for the entertainment industry lets callers simply speak the name of the theater and then routes them directly to that theater's box office. In the future, Odeon plans to add the capability for customers to book tickets for any Odeon theater using natural voice commands.

[Charles Schwab & Co.](#)

Schwab, the largest discount brokerage in the U.S., has been in national deployment with Nuance software since 1996. Schwab's systems allow their customers to obtain stock and option quotes, and to trade mutual funds, using their voice instead of a touch-tone keypad. The Schwab system handles over 50,000 calls every day and 4 million quotes per month. The system has proven very cost-effective for Schwab by reducing the percentage of calls on which agents need to provide quotes. It also improves customer service by greatly simplifying the process of obtaining quotes and trading funds.

[Toronto Dominion Green Line](#)

[Hear a Real Audio recording of this system.](#)

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Canada's largest discount brokerage lets its customers get quotes on both US and Canadian exchange securities 24 hours a day. The Nuance system provides an efficient alternative to a cumbersome touch-

American Airlines uses Nuance's speech recognition engine for its frequent flyer program. Callers to the Executive Platinum desk say their AAdvantage™ number to a Nuance system before they are connected to an agent. Using CTI technology, the agent is then given the callers name and information before they are connected, speeding the call and ensuring high levels of customer service for American's best customers. American has announced plans to deploy additional applications, including flight information, using Nuance technology.

[UPS](#)

[Hear a Real Audio recording of this system.](#)

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UPS uses Nuance speech recognition software to enable their customers to track their packages using their voice. The tracking number, an eleven or eighteen digit alphanumeric string, couldn't be automated with a touch tone keypad. The alternative -- using customer service agents to handle up to 190,000 calls a day -- was prohibitively expensive. Nuance was able to automate this task completely, saving UPS over \$2.00 per call.

[Sears, Roebuck, & Co.](#)

[Hear a Real Audio recording of this system.](#)

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A Nuance system enabled Sears to consolidate and re-deploy nearly 3,000 operators. The system, currently deployed in over 750 stores, allows callers to simply speak the name of the department or item they want instead of waiting for an operator. Sears recovered the cost of the system in less than 3 months and customer service has improved significantly due to shorter hold times. The system processes in excess of 120,000 calls daily.

[Bell Atlantic](#)

Called "BA Dialer," this Nuance-enabled corporate directory connects callers to over 13,000 employees or departments within Bell Atlantic. Telecommuters and mobile sales people within Bell Atlantic like not having to look up numbers anymore. Instead, they simply pick up the phone and dial * 0 to request a person or department.

[Lloyds TSB Bank](#)

Lloyds, one of the largest banks in the UK, deployed Nuance's UK English recognizer for retail banking transactions. Lloyds customers are able to use spoken commands to get their account balance, review transactions, pay bills, and retrieve mini-statement information. The application allows users without touch-tone telephones access to the convenience of over-the-telephone self-service banking. Touch-tone callers have the opportunity to use speech at any prompt, allowing a more natural interaction.