

Affected by Nuance EOL?

The Smarter, Faster Path to Future-Proofing Your Contact Center at Cost-Neutral TCO

With Nuance Recognizer reaching end-of-life, now is the time to upgrade to Omilia’s next-generation Conversational AI solution that delivers superior customer interactions. Omilia provides a future-ready platform that enhances customer engagement across all channels.

Choose The Path That’s Right for You

Path 1

No Need to Redevelop your IVR Application, just Upgrade the ASR Engine

Replace your Nuance speech recognition engine with Omilia’s deepASR, which means you do not need to redevelop your entire application. You can choose if and when you move to the cloud and a full Conversational CX at your own pace in the future.

Fast

Avoid the need to redevelop your legacy IVR application by using Omilia’s non-invasive solution.

Efficiently remove Nuance Recognizer and shift to Omilia’s deepASR and deploy in as little as 3 months.

Cost-Neutral TCO

Omilia’s subscription-based fees are cost-effective and competitive with typical annual maintenance fees.

Omilia delivers concrete and rapid ROI so that your ownership costs are offset by operational savings.

Standard of Performance

Omilia provides the best solution in the market for effectively matching and exceeding the accuracy of purpose-built, highly tuned Nuance Recognizer grammars.

Omilia will match or exceed the transcription and semantic accuracy of your implemented Nuance Recognizer, or you will not be charged.

[See table below for the typical results that Omilia achieves]

Task	Open Question	Lack of Payment self-service flow	Billing self-service flow	Billing Payment self-service flow	Phone Number capture
WER Reduction	60%	11%	48%	41%	62%

Migrate to Omilia’s Conversational AI Platform

Omilia offers a full migration path to the Omilia Cloud Platform® for customers with end-of-life ASR and IVR platforms. You will be able to transition from your legacy directed dialog or NLU IVR to Omilia’s Conversational AI solution, which will provide a vastly improved user experience and performance boost.

On this path, Omilia will leverage the powerful Gen AI capabilities of Omilia Pathfinder to reverse engineer your legacy IVR Application's scope and flows and automatically bootstrap your new Conversational AI Application.

Unified Native Platform

The platform architecture is designed to comply with robust data privacy and security standards to enable regulatory compliance and data sovereignty.

Low/no-code GenAI tools and out-of-the-box industry specific models/bots reduce development effort by 80+%.

The platform is scalable and reliable with flexible deployment options, and you will maintain full control to tailor and manage the platform yourself.

Customer Service by Design

Designed specifically for voice and digital customer service, Omilia’s Virtual Assistants provide better-than-human understanding to engage customers.

Omilia’s proprietary Automatic Speech Recognition (ASR) and Natural Language Understanding (NLU) capabilities ensure your customers are understood no matter how they speak.

Complex customer queries are met with contextually accurate responses, which result in more satisfying and effective interactions.

Pathway to Generative AI

Omilia is highly qualified to assist you in realizing the array of potential benefits of GenAI for your contact center and will help you balance the risks and rewards of different AI strategies.

You will be able to test and automate customer-facing applications powered by GenAI while ensuring you maintain proper controls and are able to mitigate critical business risks.

Comparison Table: Omilia vs. Nuance Recognizer

Feature	Nuance Recognizer	Omilia Conversational AI
Natural Language Understanding (NLU)	Basic NLU that often requires tuning	Advanced, contextual NLU for human-like accuracy and reduced tuning requirements
Speech Recognition	Requires extensive training data and tuning effort and Legacy Statistical Modelling.	Operates with pretrained small LLM-based, open vocabulary speech-to-text functionality that is highly accurate and adaptable to accents and slang
Omnichannel Engagement	Primarily voice-focused	Provides native support across various channels, including voice, chat, SMS, social media
Integration & Flexibility	Provides limited flexibility, and requires complex legacy integrations	Provides for easy, API-driven integration that is highly customizable
Privacy & Compliance	Provides only basic security features	Maintains robust data protection that meets strict compliance standards

The Business Impact for You



Rapid ROI

Cut costs by automating self-service and free up agents to focus on high-value tasks, which will achieve rapid time to value and ROI.



Protected Contact Center

Protect customers with anti-fraud solutions and enable your regulatory compliance and data sovereignty.



Delighted Customers

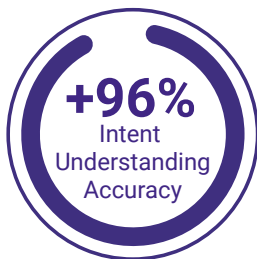
Provide quick, reliable and personalized service that meets your customers' needs, when and where they need it.

Why Omilia Conversational AI

As an industry leader in Conversational AI, Omilia partners with enterprise clients who maintain and rely on large customer service operations, including critical contact centers, by enabling them to use the power of AI to automate customer service, reduce the risk of fraud, and enable agents for success.

Omilia provides the only Conversational AI unified native platform for customer service, powered by Generative AI, with advanced speech and voice biometrics technology, high accuracy rates, and flexible customization options to deliver rapid ROI.

Data protection and cyber security are at the core of the Conversational AI platform. You will have full control of your data privacy and security as the platform ensures data sovereignty, no third-party sharing and real-time redaction.



Contact Our Team Today

Let's Talk