



News Release

from Nuance Communications, Inc.

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Nuance Communications Partners with ClickFox to Deliver Nuance Consumer Insight Solution for Better Contact Center Performance

*Nuance Business Consulting Practice Focused on Business Performance Optimization
Now Offers Speech-Specific Reporting, Dashboards and Metrics*

BURLINGTON, Mass., August 7, 2006 – Nuance Communications, Inc. (NASDAQ: NUAN), the world's leading supplier of speech and imaging solutions, today introduced a Nuance consumer insight solution powered by specialized software from ClickFox, a pioneer in customer behavior intelligence. In addition to a reseller agreement, Nuance will develop an extended integrated solution that delivers task- and product-specific dashboards, feature views and reports pertaining to Nuance® speech applications. The integrated solution marks the industry's first business analytics suite designed specifically to optimize speech-enabled caller experiences.

By pairing the integrated solution with business consulting services from Nuance, enterprises will be able to measure and analyze customer interactions within speech applications and other channels of service to identify methods to optimize the customer experience. Key benefits include: increasing the number of callers who stay with self-service, identifying optimal treatment strategies for customer by segment, and identifying opportunities for further automation.

“Consumers don't dislike self-service, they just dislike *bad* self-service,” said Marco Pacelli, chief executive officer, ClickFox. “The problem is that some organizations have a fragmented view of customer self-service solutions, making it difficult for contact centers to align with what users want to do and how they want to do it over the various channels. We look forward to working with Nuance to expand the speech-specific component of our customer behavior intelligence tools.”

“Customers have been asking for help gaining better insight into the overall customer experience,” said Scott Taylor, general manager, business consulting, Nuance. “Working with ClickFox, we will now be able to offer a richer set of tools and services that deliver fact-based insight about who's calling, why they're calling, and the quality of the caller experience.

ClickFox also gives us a view of the end-to-end interaction across multiple channels including Web, voice, and live agents which is critical in determining the right service strategy.”

The ClickFox partnership complements the recent launch of Nuance’s Business Consulting practice, a team of voice industry experts who help customers make informed decisions about the appropriate use of technology for customer interactions. The new organization enables clients to develop, justify and communicate a successful long-term contact center service strategy, and to ensure the contact center is well integrated with other self-service channels. The Nuance® Business Consulting offerings span strategic and operational planning, brand communication and system performance assessment and enhancement.

“Nuance consulting services offer customers a unique focus on technology investments for over-the-phone communications that take into account caller goals and deliver actionable, data-driven strategies for improving the customer experience,” said Taylor. “The Nuance Business Consulting Practice delivers a unique mix of skills and experience, and takes the risk out of deploying telephone service automation technology through a proven and comprehensive analytical approach to planning, voice branding, and optimization.”

About ClickFox

ClickFox is a pioneer in Customer Behavior Intelligence. Its solution enables organizations to see how their customers actually interact, step-by-step, in and across a variety of service systems, such as interactive voice response (IVR) and speech recognition, Web applications, CRM/agent desktops and interactive kiosks. By creating a visual map of the structure of the system or systems and overlaying it with customer interactions, ClickFox quickly pin-points bottlenecks in transactional flow, identifies causes of costly drop-offs to live agents, and uncovers opportunities for extending automation to cost-saving or revenue-producing tasks. The ClickFox suite of products includes: ClickFox-IVR: Behavior Analysis and Modeling of Voice and Speech Self-Service Environments, ClickFox-WEB: Behavior Analysis and Modeling of E-Commerce Self-Service Environments and ClickFox-Cross Channel: Behavior Analysis and Modeling of Multiple Self-Service Channels Voice/IVR; E-Commerce; Kiosk, and CRM Environments. For more information, please visit www.clickfox.com.

About Nuance Communications, Inc.

Nuance is the leading provider of speech and imaging solutions for business and consumers around the world. Its technologies, applications, and services make the user experience more compelling by transforming the way people interact with information and how they create, share, and use documents. Every day, millions of users and thousands of businesses experience Nuance’s proven applications. For more information, please visit www.nuance.com.

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