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[http://images.marketing.nuance.com/EloqualImages/clients/Nuance/{3f810ce1-1c8c-4771-aa7b-f3fc87a6c0a5}\\_CJIS-logo-2012\\_light\\_background.jpg](http://images.marketing.nuance.com/EloqualImages/clients/Nuance/{3f810ce1-1c8c-4771-aa7b-f3fc87a6c0a5}_CJIS-logo-2012_light_background.jpg)

Webinar: Improve Satisfaction and Reduce Costs with Citizen Engagement Solutions

**Topic:**

Reaching the Anytime, Anywhere Citizen

**Date and Time:**

Thursday, February 19

2pm ET / 11am PT

**Duration:**

60 minutes

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Dear Nikki,

When citizens need information, they want quick, easy access – anytime and anywhere. Their expectations of self-service are at an all-time high, influenced by private sector companies providing great cross-channel experiences.

[Join us for this live Webinar](#)

<http://marketing.cjisgroup.com/acton/fs/blocks/showLandingPage/a/6839/p/p-005b/t/page/fm/2?elq=48325f8730954c64b23c05d00dbc4abf&elqCampaignId=4589> and hear how NYC311 and other agencies are leading the way for more connected communities. Leveraging Nuance's deep experience with intuitive

self-service solutions, they are providing citizens the information they need, whenever they need it - via interactive voice response (IVR), mobile devices and Web sites.

Attend this Webinar to learn:

[http://images.marketing.nuance.com/EloqualImages/clients/Nuance/{da45b165-d6e4-4b7f-9375-055b3d75e1b8}\\_1.jpg](http://images.marketing.nuance.com/EloqualImages/clients/Nuance/{da45b165-d6e4-4b7f-9375-055b3d75e1b8}_1.jpg) Why and how citizen expectations of self-service have drastically changed.

[http://images.marketing.nuance.com/EloqualImages/clients/Nuance/{888fa305-4d56-4735-8b48-c80d825f6a5c}\\_2.jpg](http://images.marketing.nuance.com/EloqualImages/clients/Nuance/{888fa305-4d56-4735-8b48-c80d825f6a5c}_2.jpg) Strategies to serve the multi-channel citizen – both inbound inquiries and proactive notifications.

[http://images.marketing.nuance.com/EloqualImages/clients/Nuance/{e3403a64-dd4c-4dd0-ab7e-9f8eb46dcf52}\\_3.jpg](http://images.marketing.nuance.com/EloqualImages/clients/Nuance/{e3403a64-dd4c-4dd0-ab7e-9f8eb46dcf52}_3.jpg) How agencies can reduce costs from deployments of IVR self-service and Web & mobile virtual assistants.

If you're serious about providing quick, easy access to information and a better citizen experience, [this Webinar](#)

<http://marketing.cjisgroup.com/acton/fs/blocks/showLandingPage/a/6839/p/p-005b/t/page/fm/2?elq=48325f8730954c64b23c05d00dbc4abf&elqCampaignId=4589> is a great opportunity to learn from a market leader.

About the presenters:

[http://images.marketing.nuance.com/EloqualImages/clients/Nuance/{2eae5818-174d-4b96-a7c0-e2cc7722c54e}\\_BW.jpg](http://images.marketing.nuance.com/EloqualImages/clients/Nuance/{2eae5818-174d-4b96-a7c0-e2cc7722c54e}_BW.jpg) **Andre Williams**

**IVR & IT Risk Manager, NYC311**

Andre is responsible for the planning, communication, execution and completion of various IVR and IT projects for NYC311, the largest municipal call center in the United States. Prior to his current role, Andre led a team of NYC311 supervisors, enhancing staff performance and maintaining industry high service levels.

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**Pal**

**Greg**

## Vice President, Nuance Enterprise Division

Greg Pal is responsible for customer self-service solutions that are used by leading organizations around the world to automate and optimize customer care experiences – from the contact center to the Web and mobile devices. Prior to joining Nuance, he held various marketing, strategy and business development roles in a variety of industries, including network-based IVR services at Tellme Networks, renewable fuels and chemicals at LS9 and customer engagement solutions at Opower. He earned a Bachelor of Science degree in Computer Science from the Massachusetts Institute of Technology and a Masters of Business Administration from Harvard Business School.

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