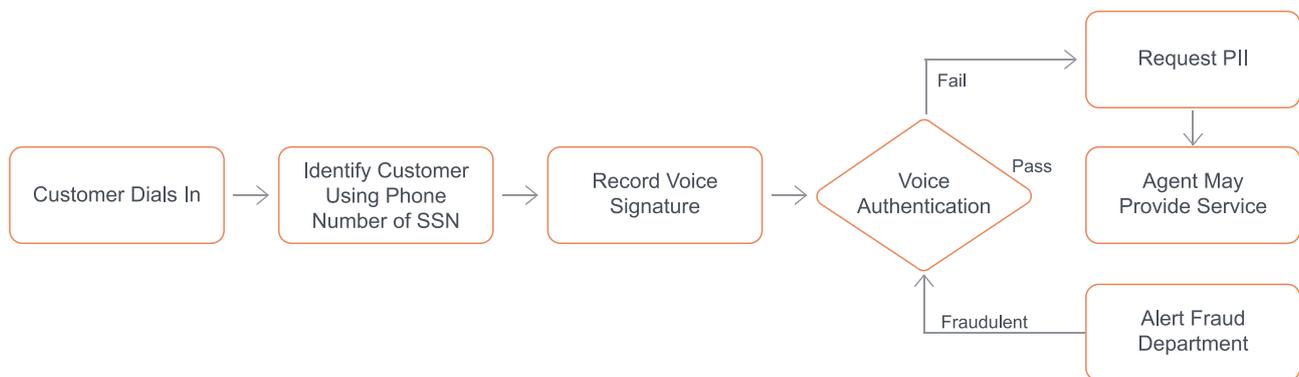


Voice Login for Call Centers

Today's customers don't like the authentication and authorization process they are experiencing in call centers. Providing personal identifiable information (PII) such as mother's maiden name, pet's name or social security number is tedious, time-consuming, and confusing.

Voice biometric is considered to be one of the most secure ways to authenticate a user's identity and to grant access. It is extremely difficult to impersonate another person or to forge a voice signature. A voice biometric is easy to use and requires only the user's voice.

Voice login keeps fraudulent and abusive users away from your business, reduces risk, and increases customer satisfaction and operational efficiency.



How it Works

1. Customer dials in and identified using touch-tone or originating number.
2. Customer is asked to speak.
3. If the customer's voice signature already exists, attempt customer authentication.
4. If authentication succeeds, indicate to the agent that customer is authenticated.
5. If the customer's voice signature does not yet exist, authenticate the customer using existing authentication methods such as PII and save the voice signature for future use.
6. If a fraudulent customer is detected based on existing voice signatures, alert the agent and the fraud department (optional).

Features

- Detection time < 1 second
- Unlimited voice signatures
- Compares against fraudulent and abusive users without pre-identification
- Enrollment during a single live or recorded call with the customer
- Can be combined with multi-factor authentication when used in conjunction with other authentication techniques

Available Use Cases

Contact Center Caller Verification - the customer is authenticated while still expressing the reason for contacting the contact center. The agent can immediately provide service.

IVR Caller Verification - an automated voice asks the customer to say a phrase. Upon successful verification, the customer can take advantage of self-service offerings using voice or touch-tone.

Mobile App Authentication - implemented as an in-app component to capture the user's name, compare it to an online database of voice signatures, and approve authenticated login.

Web Transaction Validation - implemented as part of the web app to enable voice authorization followed by successful website login.