Speech Technology Center

VoiceKey

All-in-one voice verification solution for call centers and mobile application

VoiceKey is a unique solution based on biometric technologies which enables customer authentication by voice and face, as well as fraud identification.

A New Approach to Security

With the ever advancing new technologies, remote customer service has become an essential part of practically any kind of business, as it allows to maintain a high level of customer satisfaction. Now you can run any transaction (e.g., any banking operation) with a single call, a mouse click or a tap on your mobile device screen.

However, remote customer service may also trigger serious risks to security, as most customer authentication methods are currently based on specifying your credentials (username, password) and some other data. Anyone can steal both these data and the devices you use to log in. This critical issue may now be resolved with the state-of-the-art biometric technologies the VoiceKey application is based on.

VoiceKey platform has been designed using a particular voice verification algorithm, as the voice is a unique native feature which nobody can steal nor fake. In remote service, voice becomes a perfect tool to both verify customer's identity and detect fraud.

Maximum Customer Convenience

Nowadays, nearly everyone has to remember a bunch of passwords for email, online banking systems, social media accounts, forums, etc. In case you forget your credentials, you've got either to visit a local office of your bank or other organization or to go through a long and tiresome password recovery process via call centers or websites.

Voice-based identity verification helps to resolve this inconvenient issue. Now all you need is to pronounce a few words, and the system will automatically recognize you. The only thing you use is your own voice which you cannot forget nor lose.

> "Identity verification solutions based on biometrics are becoming more and more widespread in call centers. Most senior executives admit
>
> that using new authentication methods is essential to reduce the risk of fraud. It is quite obvious that biometric solutions are the best option to use in call centers."
>
> *Dan Miller,*
> *Founder, Senior Analyst*

opusresearch

> "Use of biometric technologies in everyday life seems a very promising trend for the next few years."
>
> *Isabel Muller,*
> *CEO*

BIOMETRICS INSTITUTE

VoiceKey is based on unique proprietary voice verification algorithms which enable both text-independent and text-dependent identity verification by a static or a dynamic passphrase.

Scope of Use

1) Remote access solutions for managing personal or financial data:
   - Financial institutions (banking, insurance, trust)
   - Telecom (mobile network providers, internet providers)
   - State funds (pension funds, social security systems)
2) IVR integration in various industries
3) Securing mobile access

Basic VoiceKey Solutions

VoiceKey-based solutions enable resolving a wide range of tasks regarding customer identity verification:

VoiceKey.AGENT

Identity verification during the customer-agent conversation

1. Verifying identity in a "background mode" during a regular agent-customer conversation
2. Works for both incoming and outgoing calls
3. 3-in-1 biometric solution

VoiceKey.FRAUD

Detecting frauds among calling customers

1. Checking callers against a fraud database in online and offline mode
2. Creating a custom database of "black list" customers
3. Instant security service notification on potential danger

VoiceKey.IVR

Identity verification via IVR

1. Works with both static and dynamic passphrases
2. Supports IVR's of any size
3. Compatible with most IVR's in the market

VoiceKey.ONEPASS

2-in-1 verification for mobile app access

1. Boost security by verifying both by face and by voice
2. Very easy to use for customers
3. Compatible with Android and iOS

Algorithm precision verified by
National Institute of Standards and Technology (NIST)

Features:

Reliable: a built-in security solution blocks any attempts to get verified with a voice recording

Fast: the entire verification process takes just a few seconds

Scalable: VoiceKey-based solutions are easy to integrate one into another

Easy to use: a user-friendly interface does not require any prior skills or knowledge

Multilingual: compatible with any language

System Requirements:

- OS compatibility: Windows x64, Linux x64
- Database: Oracle, MySQL or other
- Avaya, Genesis, Cisco or Voxeo platform integration

Specifications:

- 60 biometric characteristics
- Voice sample size: at least 3 KB
- Signal-to-noise ratio: at least 7 dB, reverberation time: less than 500 ms
- Cloud solution available

Awards:

CCG CALL CENTER AWARDS

Best product of the year for call centers
CCG Call Center Awards, 2013

Speech TECHNOLOGY magazine's 2014 STAR PERFORMER AWARD

Star Performers Award
Speech Industry Awards, 2012

Learn more on www.speechpro.com

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