

VoiceKey.IVR

Reliable and cost-effective solution
for voice verification in IVR

VoiceKey.IVR solution allows fast and reliable automatic verification of IVR-systems users without involving contact center operators. Such an attempt helps to offload the operators and reduce the cost for organization to handle the incoming calls.



Reduced time for authentication

To handle customers of the organization through the call center (during every conversation with the client) operator spends from 20 to 30 seconds to confirm the caller identity by using the traditional methods of verification (the password prompt, enter TPIN, etc.). Such an approach leads to an increase in the cost of service for each client, and an increase in costs for the organization: the operator has to spend extra time to verify the identity of the caller before can go directly to counseling.

VoiceKey.IVR solves this challenge by providing a reliable user authentication in a fully automatic mode before conversation with the operator takes place. With the help of VoiceKey technologies IVR-system could determine whether at the other end of the phone line is the person whom he or she claims to be. All the necessary information about the caller goes directly to the operator workstation, which greatly simplifies and speeds up the process of handling calls.

Secure verification for customers

VoiceKey.AGENT turns user verification in a quick, simple and handy process. For each incoming call IVR-system automatically request caller to tell a passphrase in order to analyze the voice and compare it with a voice sample stored in the system. Such verification ensures a reliable result, because voice of every person is unique and cannot be forged.

After the further transfer of the call to operator for subscriber it is not necessary to additionally confirm his or her identity in any other ways. While at the same time client can be assured that due to VoiceKey technologies his personal data will remain safe.

“Speaker Verification is more than an enhancement to “Voice Self-Service” applications. It is an extension of an organization’s security policies. While speech recognition limits itself as “live agent” replacement, Speaker Verification becomes the necessary authentication process to front-end every security-conscious conversation,”

*Dan Miller,
Senior Analyst & Founder*

 **opusresearch**

“The Adoption of Biometrics in everyday life is again seen as the most significant development in the next few years,”

*Isabelle Moeller,
Chief Executive,*



Various technologies for customer comfort

VoiceKey.AGENT uses unique patent-pending algorithms for ensuring both **text-independent** voice verification. While as the password could be both **static and dynamic** generated phrases, which further increases the reliability of the solution.

VoiceKey is **language independent** solution and compatible with all **communication channels**.

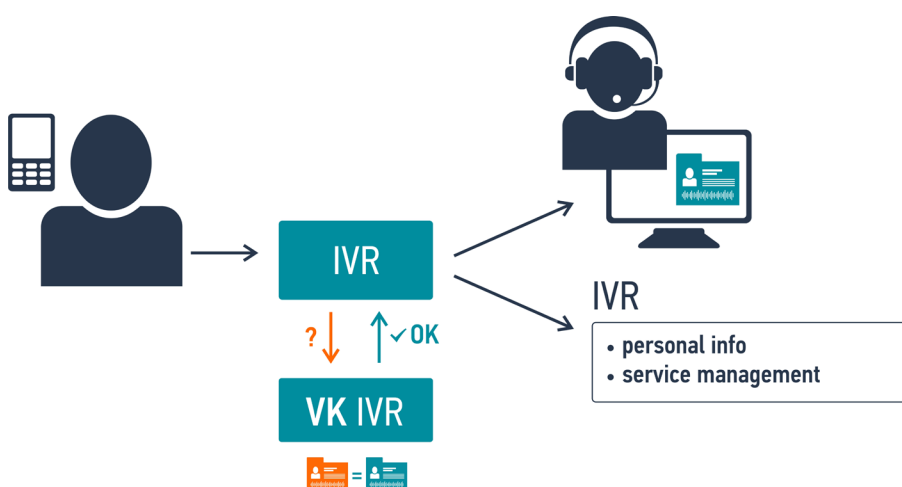
Areas of use

Solutions to access your personal information or personal account management:

- finance (banking, insurance, asset management);
- telecom (mobile, fixed line, broadband access, cable networks);
- healthcare;
- pension funds.

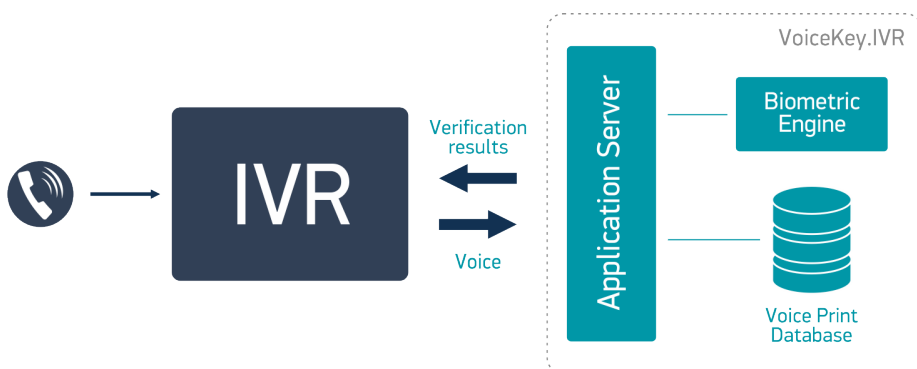
How it works?

For each incoming call IVR offers the client to say the passphrase. Then solution collects data on subscribers' voice and sends it to the server for handling and comparison with the voice sample stored in the system. Client has no need to further confirm his identity by other means. Further, in the case of successful validation, the user is directed to the secure section of the IVR or to call center operator.



Architecture

VoiceKey.IVR has client-server architecture and supports integration with various call center and CRM.



Features:

Cost-effectiveness – verification of the client is performed automatically with no-live operator

Omnitude – ability to integrate with other VoiceKey solutions

Scalability – work with different sizes of IVR-systems

Agility – to get the result is required from 6 seconds of clear speech

Multilingual – solution is not dependent on subscribers' language

System requirements

- OS support: Linux, Windows
- Voiceprints storage on the basis of Oracle, MySQL or other databases
- 64-bit hardware platform
- Support for integration with Avaya, Genesis, Cisco, Voxeo

Technical highlights

- Length of a passphrase - 2.5 sec
- Size of the voiceprint – from 3 KB
- Voice analysis by 60 biometric parameters
- Integration with IVR over (by) MSRP
- Low characteristics of the audio stream (signal-to-noise ratio from 7 dB, reverberation time up to 500 ms)

Awards:

ccg™ **Best product of the year for call centers**
CALL CENTER AWARDS
CCG Call Center Awards, 2013

«Star Performers Award»
SPEECH INDUSTRY AWARDS
Speech Industry Awards, 2012

Точность алгоритмов подтверждена
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