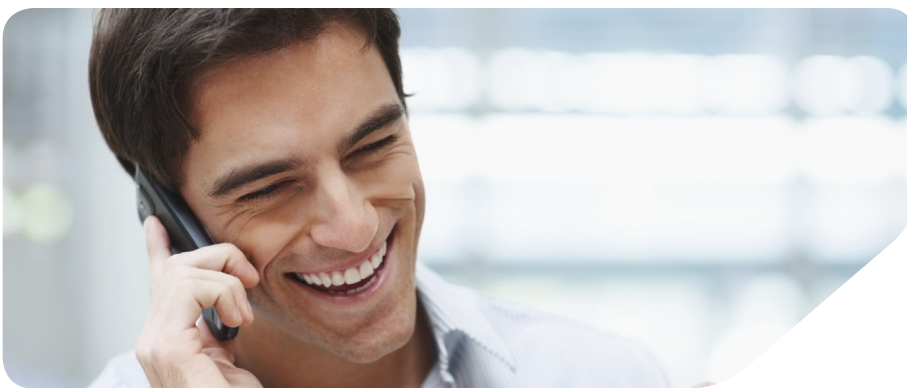# VoiceKey.IVR

A Reliable and Cost-Effective Solution for Voice Verification using IVR

VoiceKey.IVR allows fast and reliable automatic customer verification via IVR without the need for contact center operators. It is an effective solution that lowers the workload for operators and reduces the cost of handling incoming calls.

Reduced Time for Authentication

When operators handle customers through a call center, each operator usually spends from 20 to 30 seconds per client to confirm the caller's identity using traditional methods of verification, such as password prompt, entering a PIN, etc. This approach leads to an increase in the cost of service for each client and in overall costs for the organization.

VoiceKey.IVR provides a cost-effective alternative featuring reliable, fully-automatic user authentication before any conversation with an operator takes place. A VoiceKey.IVR system can reliably determine the identity of the caller and provide this verification directly to the operator workstation, greatly simplifying and speeding up the process of handling calls.

Secure Verification for Customers

VoiceKey.IVR turns user verification into a quick, simple and practical process. For each incoming call, the IVR system automatically requests that the caller speak a passphrase in order to analyze the voice and compare it with a voice sample stored in the system. This verification ensures a safe and reliable result, because the voice of each person is unique and cannot be forged. Both the operator and the client can be certain that through VoiceKey technology, all 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 will be seen as the most significant development in the next few years."
>
> *Isabelle Moeller,*
> *Chief Executive,*

BIOMETRICS INSTITUTE

Technologies:

VoiceKey.IVR uses unique patent-pending algorithms for ensuring text-independent voice verification. Passwords can include both static and dynamic generated phrases, further increasing the reliability and safety of the solution. To further enhance its effectiveness, VoiceKey is language independent and compatible with all communication channels.

Areas of Use

VoiceKey.IVR solutions can be used to access personal information or for personal account management in the following fields:

- Finance (banking, insurance, asset management, pension funds, etc.)
- Telecom (mobile, fixed line, broadband access, cable networks)
- Healthcare

How Does It Work?

For each incoming call, VoiceKey.IVR requires the client to speak a passphrase. It collects data on the caller's voice and sends it to the server for handling and comparison with a voice sample previously stored in the system . The client has no need to further confirm his identity by any other means. After successful validation, the user is directed to the secure section of the IVR or to the call center operator.

IVR
- **personal info**
- **service management**
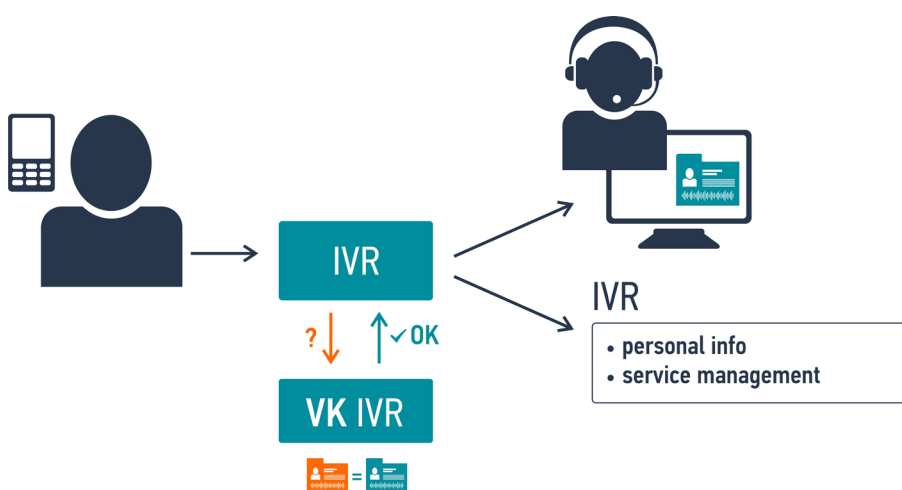
Architecture

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

Learn more: www.speechpro.com

Speech Technology Center
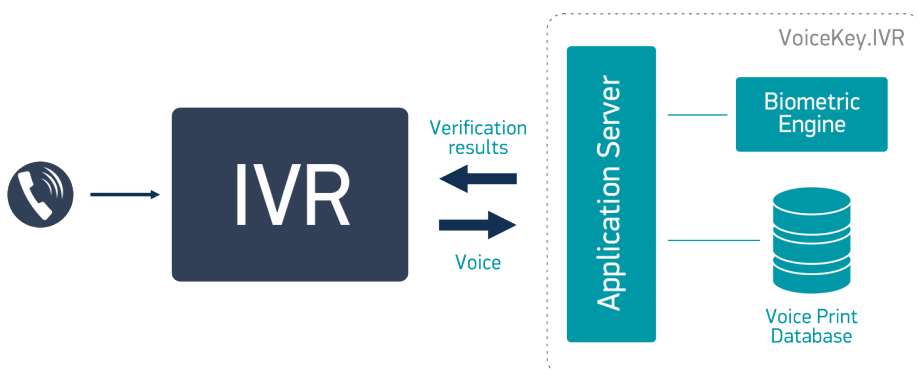
Features:

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

Universality – able to integrate with other VoiceKey solutions

Scalability – works with any size IVR system

Speed – only six seconds of clear speech required to sign in

Multilingual operation – responds to any language accurately

System requirements

- OS support: Linux, Windows
- Oracle, MySQL or other database for voiceprint storage
- 64-bit hardware platform
- Support for integration with Avaya, Genesis, Cisco, Voxeo

Technical highlights

- 2.5 second passphrase length
- Voiceprint size from 3 KB
- Voice analysis by 74 biometric parameters
- IVR integration through MRCP
- Signal-to-noise ratio from 7 dB; reverberation time up to 500 ms

Awards:

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

«Star Performers Award»
Speech Industry Awards, 2012