

VoiceKey.AGENT

Simple and convenient voice biometric solution for real time callers verification

Increase of service convenience



Service cost reduction



Reduction of holding time



Safety for clients



VoiceKey.AGENT: a state of the art voice biometric security solution

- **Secure:** Adds a high level of security to remote customer service
- **Fraudproof:** Minimizes the risk of fraudulent activity on customer accounts
- **Non-intrusive:** Verification by voice is easy, fast and convenient for customers.
- **Flexible:** Supports text independent verification
- **Voice biometric options:** Continuous passive ID check. Identity verification by voice using spontaneous (unscripted) speech (text independent verification)
- **Speaker change detection:** The call center agent confirms the identity of the caller throughout the call

Cost reduction

In most cases client's identity verification in contact centers is performed by asking questions involving personal information. In average, this process takes 1-1.5 minute. This is half a minute during which the operator does not solve the client's problem, but that increases the overall cost of the call. VoiceKey. Agent allows to reduce the verification time in half which in its turn reduces the cost of customer service. For example, a medium size contact center (200 operators) can save up to a million US dollars per year through the use of the VoiceKey.AGENT.



identity theft

In 2015 from fraud with personal data affected

13,1 MILLION
USERS



The amount of damage more than

15 \$
BILLION

*Javelin Strategy & Research,
USA*

VoiceKey.AGENT allows to verify the client's identity by voice – and individual physical characteristic. It eliminates any chance of fraud using information, because everyone's voice is unique and can't be forged or stolen.

65%

of customers of contact centers are dissatisfied with identity verification procedures based on passwords and code words

49%

of users annoying too lengthy verification procedure in the contact centers

Opus Research

VoiceKey.AGENT makes caller's verification easy and convenient. Verification is performed in real-time during the conversation between a customer and an operator of the contact center.



How does VoiceKey.AGENT work?

- **MATCH** When a call is received by the contact center, an ANI match is made to the customer database.
- **IDENTIFY** The customer's file appears on the call center agent's monitor, along with the verification window.
- **VERIFY** Continuous voice verification is performed throughout the call, with the result displayed in the customer's file.

Features:

- 3-in-1 biometric solution
- SaaS and server-based solutions
- SNR – 7 dB
- Speaker change detection