

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 a minute to two 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 verify 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*



Areas of use

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



Financial services
(banking, insurance, etc.)

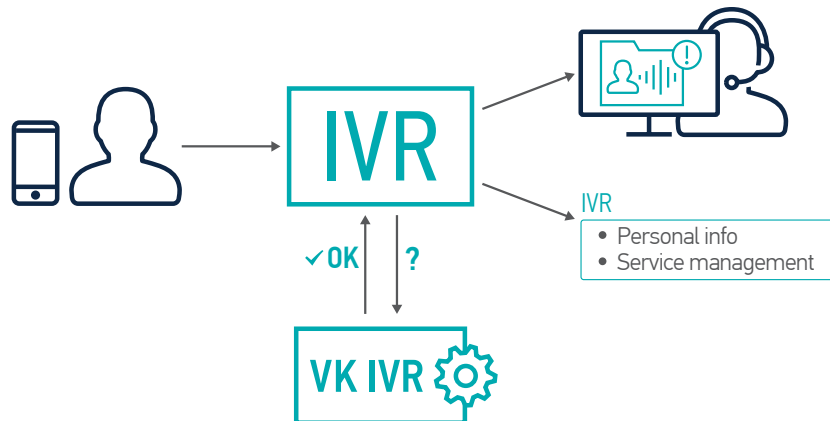


Service providers
(mobile, landline, etc.)



Healthcare
(hospitals, clinics, etc.)

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 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 700 kb
- Voice analysis by 74 biometric parameters
- IVR integration through MRCP
- Signal-to-noise ratio from 7 dB; reverberation time up to 500 ms

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