

VoiceKey.FRAUD

Contact center solution for guaranteed fraud detection

VoiceKey.FRAUD is a specialized solution for company security built on voice biometric technologies that search for and identify fraudsters among customers calling in to contact centers.

Company and customer safety

Traditional user verification technologies are cumbersome and don't provide guaranteed results. They rely on personal information (passwords, access codes, security questions, etc.) that can be easily stolen by fraudsters and used for their own purposes. Companies and customers need more reliable protection.

With traditional methods, call center agents are limited to asking security questions and matching caller voice to client gender and age data. It is extremely difficult for them to ascertain whether they are speaking to actual clients or fraudsters. Caller verification by voice, on the other hand, is a reliable validation method, as every person's voice is unique and cannot be stolen or forged.

Maximum simplicity

VoiceKey.FRAUD automatically detects fraudulent voices in incoming calls made to call centers and immediately notifies the operator and security services to take action. This approach protects both the organization and customers, saving them from the cost of fraud, as well as reducing the cost of processing recorded conversations by security service employees.

"No professional fraudster attacks just once. Stopping a fraudster on a first attempt assumes the fraudster won't change his tactic and try again. A first attempt is rarely the last attempt".

*Dan Miller,
Senior Analyst & Founder*

 **opusresearch**

"Over the next few years, we'll see biometrics become part of everyday life".

*Isabelle Moeller,
Chief Executive*

 **BIOMETRICS
INSTITUTE**

Areas of use

VoiceKey.FRAUD solutions can be used to protect personal information for:



Financial services
(banking, insurance, etc.)



Service providers
(mobile, landline, etc.)

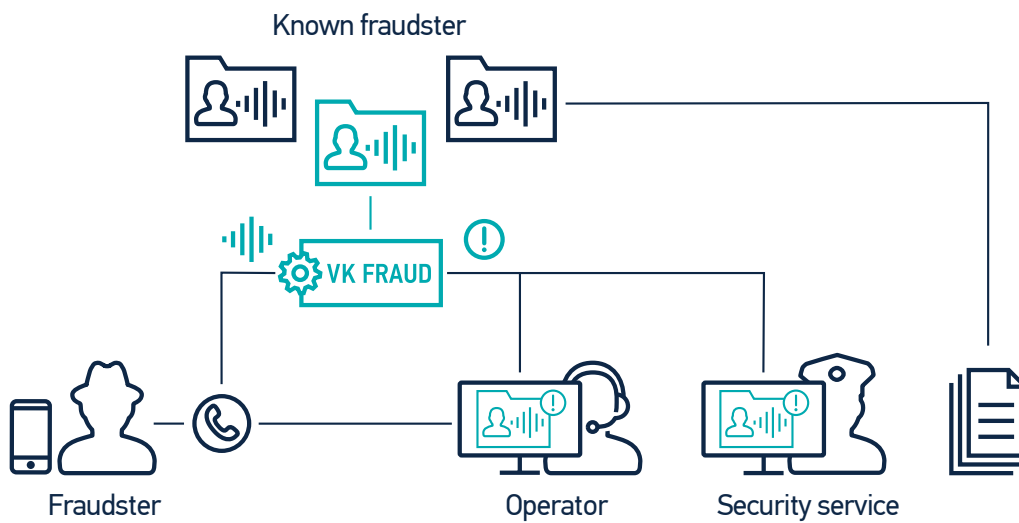


Healthcare
(hospitals, clinics, etc.)



Government (pension
funds, medical benefits)

Features



Security – instantly notifies both operator and security services when a fraudster is detected

Efficiency – verification process takes just a few seconds

Flexibility – adaptable for both incoming and outgoing calls

Versatility – can be integrated with other VoiceKey solutions and with SpeechPro's multichannel recording systems

Scalability – affordable for small contact centers; effective for contact centers with thousands of agents

System requirements

- OS support: Linux, Windows
- Database support: Oracle, MS SQL and others
- Integrates with all major contact center and telephony platforms

Technical highlights

- Voiceprint size ~ 700 kb
- Voice analysis using 74 biometric parameters
- Signal-to-noise ratio of 7 dB; reverberation time up to 500 ms

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