

VOICE BIOMETRICS SOLUTIONS

Voice biometrics is a secure way to authenticate your customers through natural voice patterns. It will vastly improve the overall customer experience and service, whilst shortening operators' handling time dramatically. Soitron will help improve your security, customer experience and achieve a more personalised service differentiator for your business.



What We Do

Soitron brings a wealth of implementation delivery and support experience. We will help you assess and develop a solution tailored to your business requirements from proof of concept, data collection, application and infrastructure implementation to solution optimisation and ongoing life-cycle support.

We provide a comprehensive set of services, solutions and technology know-how, coupled with the added benefits of Nearshore delivery, industry best practice and ROI/cost optimisation.



How We Deliver

We are a Nuance premium partner – the leading technology company in this space.

Soitron has attained the highest level of accreditation and specialisations, enabling us to offer our clients a guarantee of the most professional solutions available. Our dedication to delivery and customer satisfaction has won us numerous client, partner and industry awards.

VOICE BIOMETRICS

Voice biometrics authenticates your customers through natural voice patterns, not robotic PINs, passwords, and questions. It's a level up in security. It's a brand new user experience. It's a service differentiator for your business.

Each human voice is unique and forms an integral part of the individual human being. Around a hundred different muscles are involved in speech - it is a sophisticated cooperation of chest, neck, jaw, tongue, and lips. There are over one hundred voice characteristics that can be measured to determine who you are based on your voice. That is why we use of unique physiological characteristics to identify an individual.

Any type of authentication method that requires users to remember something or carry something is prone to credentials being forgotten, misplaced, shared, stolen or otherwise compromised. Sometimes, we need to perform a financial operation or transaction quickly and unexpectedly, either during a business trip or on vacation. Thanks to voice biometrics, we do not have to worry whether the necessary authentication 'device' is missing, as we have our voice, available anytime, anywhere.



How it works

- Voice biometrics identifies speakers using their vocal characteristics
- The technology compares a live caller's utterance to an existing "voice print" and produces a score

perform transactions or retrieve information on his/her account. If the customer wishes to speak to an agent, he/she can be served immediately, as the voice biometrics authentication has already been performed. There is no additional need for an agent-forced interrogation process.

Voice Biometrics products

VocalPassword

- An advanced biometric speaker verification system that verifies a speaker's identity based on voice sample/s acquired during an interaction **with voice, web, or mobile applications.**

With **VocalPassword**, the authentication of customers is done as they dial into the Interactive Voice Response (IVR) system. Typically, customers will be asked to speak a common passphrase, such as "At ABC Company, my voice is my password". The customer doesn't need to remember anything, or carry sensitive information. Once authenticated, the customer can

Mobile application authentication

Beyond the call center, the most significant area of growth for voice biometrics applications within organizations is the authentication of users via mobile applications. Currently, mobile application developers struggle with a basic trade-off.

As authentication is made more secure, e.g. by implementing complex alphanumeric passwords, mobile application usage drops. Typing combinations of numbers, letters and special characters is frustrating and leads to a high failure rate on a SmartPhone device. Initially, the alternative was to implement very weak authentication methods such as a 4-digit PIN or no authentication at all. This limits the functionality that can be offered within the mobile application.

Voice Biometrics offers organizations elegant solution that favors usage whilst enhancing security. Similarly as within the IVR, SmartPhone application users can be asked to speak a common passphrase such as "At ABC Company, my voice is my password" to access the application or to authorize a high-risk transaction.

FreeSpeech

- A unique text- independent biometric speaker verification system that transparently authenticates speakers during the course of natural conversation

Unlike authentication within the IVR, with **FreeSpeech** the caller is not required to speak anything specific to get authenticated. Enrollments take place in the background of natural conversations between the customer and advisor. The verification score and decision is available within 5–20 seconds of net speech and then providing the Advisor with a confirmation of identity on the computer/telephone screen.

The Soitron approach

We provide extensive testing and debugging of the system so that the verification is carried out fast enough to prevent unauthorized access to the system and prevent rejection of legitimate log-in attempts. Thanks to our long-term system integration experience we are able to provide integration with other systems and applications and creation of an intuitive user interface for agents of the contact centre and clients as well.

Soitron brings the technology know-how coupled with the added benefits of near-shore delivery and cost optimization.

SOITRON'S FULL LIFECYCLE SERVICE

- Analysis and design
- Pilot / PoC
- Application and infrastructure installation
- Data collection – enrollments and verifications
- Background model creation and calibration
- Solution optimization
- Agent desktop – Enrollments and verifications results visualization
- Ongoing support, maintenance and constant optimization

Why Voice Biometrics

85 % of customers do not like a standard password authentication.
(Source: Coleman Parkes Research, Opus Research)

74 % of customers will not get their required or requested information because at that moment they are unable to authenticate themselves.
(Source: Coleman Parkes Research, Opus Research)

90 % of customers prefer voice biometrics compared to other methods of authentication.
(Source: Vocalabs Research)

ADVANTAGES AND BENEFITS

THE ADVANTAGES AND BENEFITS USING VOICE BIOMETRICS

- Free up Agent – allowing time to focus on sales or customer service
- Reduce security and fraud risks
- Improved customer experience, Improved self service usage
- Reduced call centre operating cost – average handling time reduced
- Speedy and Non-intrusive, easily accepted by users
- Easy of use, adapted by customer groups - special needs, youth and senior citizens
- Secure verification of mobile devices
- Allows users to authenticate remotely without the need for dedicated devices, on the go flexibility, lowering client calling time
- Applicable across multiple communications channels

FINANCIAL BENEFITS

- Decreased call center costs
- Increased revenue (with agent handled calls)
- Reported reduced AHT by over 20 seconds for consumers and 40 seconds for corporate clients

SALES

- Enabling agents to focus more on product placement and sales
- With improved customer service comes improved customer interaction

SECURITY

- 99.6% authentication success rate
- Consistently reduces fraud over PIN, password or Q&A

ABOUT SOITRON

Founded in 1991, Soitron is an IT company providing IT solutions and Outsourcing services to our clients across the globe. We are an ITIL, ISO 9001 Quality Management, ISO 27001 Information Security and ISO 20000-1 Service Management certified company, with operations throughout UK, Slovakia, Czech Republic, Romania, Bulgaria and Turkey. We employ over 850 qualified and experienced specialists from our state of the art delivery centres and technical training facilities.

Our comprehensive range of services and solutions cover:

Managed Network Services, Platform Support Services, Managed Desktop Services, Project Management Services, Managed Service Desk, Managed BPO, Cisco support services and Staff Augmentation.

We partner with leading technology companies including: Cisco, Microsoft, Oracle, Avaya, IBM and HP to name a few. We are also a Cisco Master Unified Communications accredited company, one of only a few in Europe. Through dedication to customer satisfaction we constantly strive to improve technical excellence in our company and delivery teams, which has been recognised by clients and partners alike.

We aim to become our clients' IT service partner of choice, building relationships on quality, performance and trust. We believe our in-depth knowledge, talented resource, delivery capabilities, technology partnerships and specialisations, allow us to provide clients with the best solution to meet their business requirements, delivered with a first class service. We offer our clients a partner who is large enough to be scalable but small enough to be flexible to meet your project needs and business demands.

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CLIENTS INCLUDE

