

# VoiceKey.IVR

Reliable and cost-effective solution  
for voice verification in IVR

**VoiceKey.IVR** solution allows fast and reliable automatic verification of callers in IVR environment. Voice verification reduces AHT and has a proven ROI.



## Reduced time for authentication

Typical contact centre operator spends from 20 to 30 seconds to confirm ID caller using the traditional methods of verification ( password, TPIN, etc.).

VoiceKey.IVR solves this challenge by providing a reliable user authentication in a fully automatic mode before conversation with the operator takes place. With the help of VoiceKey technologies IVR-system could determine whether at the other end of the phone line is the person whom he or she claims to be. All the necessary information about the caller goes directly to the operator workstation, which greatly simplifies and speeds up the process of handling calls.

## Secure verification for customers

VoiceKey.IVR turns user verification into a quick and simple process. For each incoming call IVR-system automatically requests caller to pronounce a passphrase in order to analyze the voice and compare it with a voice sample stored in the system. Such verification ensures a reliable result, because voice of every person is unique.

“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 is again seen as the most significant development in the next few years,”

*Isabelle Moeller,  
Chief Executive,*



## Various technologies for customer comfort

**VoiceKey.IVR** uses unique algorithms for ensuring both **text independent** and **text dependent** voice verification.

VoiceKey is **language independent** solution and compatible with all **major communication channels**.

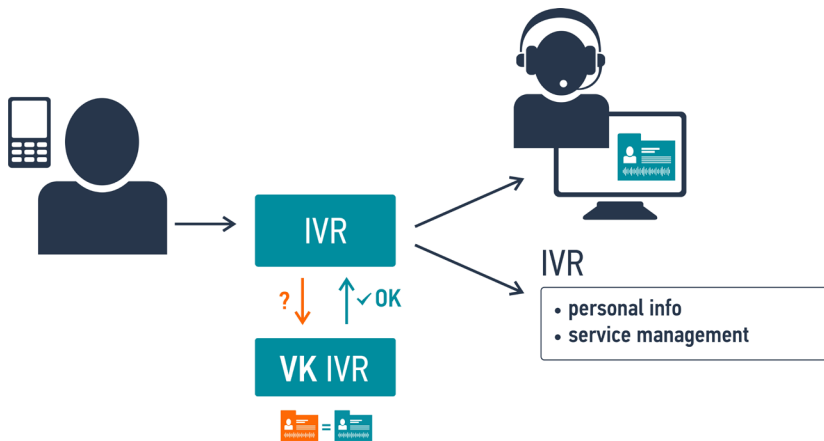
## Who can benefit?

Solutions to access your personal information or personal account management:

- finance (banking, insurance, asset management);
- telecom (mobile, fixed line, broadband access, cable networks);
- healthcare;
- pension funds.

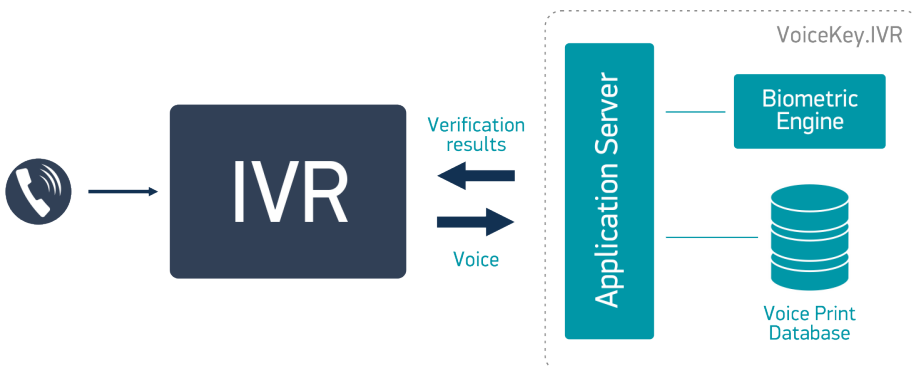
## How does it work?

For each incoming call IVR offers a client to say the passphrase. Solution collects subscribers' voice and sends it to the server for handling and comparison with the voice sample stored in the system. Client has no need to further confirm his identity by other means. After successful validation user is directed to the secure section of the IVR or to call center operator.



## Architecture

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



### Features:

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

**Omniitude** – ability to integrate with other VoiceKey solutions

**Scalability** – work with different sizes of IVR-systems

**Agility** – to get the result is required from 6 seconds of clear speech

**Multilingual** – solution is not dependent on subscribers' language

### System requirements

- OS support: Linux, Windows
- Voiceprints storage on the basis of Oracle, MySQL or other databases
- 64-bit hardware platform
- Support for integration with Avaya, Genesis, Cisco, Voxeo

### Technical highlights

- Length of a passphrase - 2.5 sec
- Size of the voiceprint – from 3 KB
- Voice analysis by 60 biometric parameters
- Integration with IVR over (by) MSRP
- Low characteristics of the audio stream (signal-to-noise ratio from 7 dB, reverberation time up to 500 ms)

### Awards:

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

**«Star Performers Award»**  
SPEECH INDUSTRY AWARDS  
Speech Industry Awards, 2012

Learn more (at): [www.speechpro-usa.com](http://www.speechpro-usa.com)

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