

Aculab professional services

Helping you get the most from VoiSentry

Aculab's professional services team gives you expert assistance to help you deploy its biometric speaker verification system. Aculab's skilled consultants will help you achieve your business goals through using VoiSentry.

There are a number of areas where Aculab's team can help and those are identified below.

Consulting and proof of concept

Voice biometrics is not a technology you can simply procure, plug in and use. There are a number of considerations that make engaging in a proof of concept desirable.

Those range from issues of data privacy under the aegis of the General Data Protection Regulation (GDPR), to practical questions such as how you will confirm the identity of each person at the time of enrolment, and how you will get voice samples from each person you intend to enrol.

For more on those aspects, see our companion guide: *Tips for training your users* (APB00451).

Aculab's professional services consultants can further assist with:

- Exploring your real-world use case scenarios
- Analysing system requirements
- System design, architecture and recommended hardware
- System installation, configuration and commissioning
- Scoping the integration to e.g., existing IVR systems
- Optimisation and language model adaptation
- Authentication methodology
- Implementation rehearsals
- Proof of concept project management



VoiSentry technical training

A comprehensive technical training course covers all of the essential aspects of using VoiSentry, from initial installation of the software, through to writing an application using our APIs, getting familiar with the sample code and example application in the process.

Courses can be adapted to meet your needs, considering your projects and priorities.

Topics covered on the course include:

- VoiSentry overview
- Features overview
- Common use cases
- Sizing, capacity and scale
- Best practices
- Languages support
- Product licensing
- System evaluation, calibration, adaptation
- Managing and upgrading/updating VoiSentry
- The API guide and writing your application
- Web-services management

Aculab technical support

Aculab's renown technical support is at your fingertips as a VoiSentry customer. The support entitlement is inherent in your annual software licence subscription. It gives you access to the help desk for routine matters, expert assistance for application and API queries, and software assurance.

For more information, please contact your Account Manager or view our website www.aculab.com

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