VoiSentry professional services

Product brief

Helping you get the most from VoiSentry

Our professional services team provides you with expert advice and assistance to help you deploy your biometric speaker verification system. These skilled consultants will help you achieve your business goals through the use of VoiSentry.

There are a number of areas where our team can help, which 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 additional information, see our *'Making the most of voice biometrics'* article at: **www.voisentry.com/blog/making-the-most-of-voice-biometrics**

VoiSentry

Our 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

VoiSentry technical support

Our renowned 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.

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