

VoiSentry

Speaker verification from Aculab

VoiSentry speaker verification implementation

Authentication solution tailored for your user groups

Notwithstanding the accuracy and reliability of the speaker verification system, the design of your authentication solution is critical to its being accepted by users and achieving your implementation objectives.

The user interface design is more than simply deciding on a passphrase. Authentication solutions require a good deal of thought and careful consideration.

That includes the method of enrolment, how you handle identity claims and verifications, and your implementation of multiple authentication factors. Furthermore, effective handling of retries and confidence results will ensure a positive and encouraging experience for your user groups.

The best solution for your specific user scenarios results from careful implementation.

Application examples	Impact	Key benefits
<ul style="list-style-type: none"> • IVR and self-service portals • Transactional services requiring authentication • Privilege services requiring access credentials • Contact centres 	<ul style="list-style-type: none"> • Transform your user interface with widespread customer acceptance • Improve your identification and authentication metrics • Mitigate fraud issues 	<ul style="list-style-type: none"> • User convenience • High acceptance • Fraud reduction • Staff motivation • Cost-effectiveness • Rapid ROI

VoiSentry benefits

- **Self-contained virtual appliance** – easy to install on your platform of choice
- **REST APIs** – quickly and easily add voice verification on any customer interaction channel
- **Scalable architecture** – facilitates high capacity systems whilst maintaining system response times
- **Resilience** – database replication offers greater resilience and persistence than a single, back-end database
- **Multi-tenant capability** – enables distinct applications to be presented to individual user groups
- **Multiple verification modes** – enable you to implement a solution tailored to the needs of your users
 - o Options for multi-factor authentication and liveness detection
 - o Implement passphrase, prompted or passive verification methods
- **Language independence** – lets you provide one solution across a multi-lingual population

VoiSentry

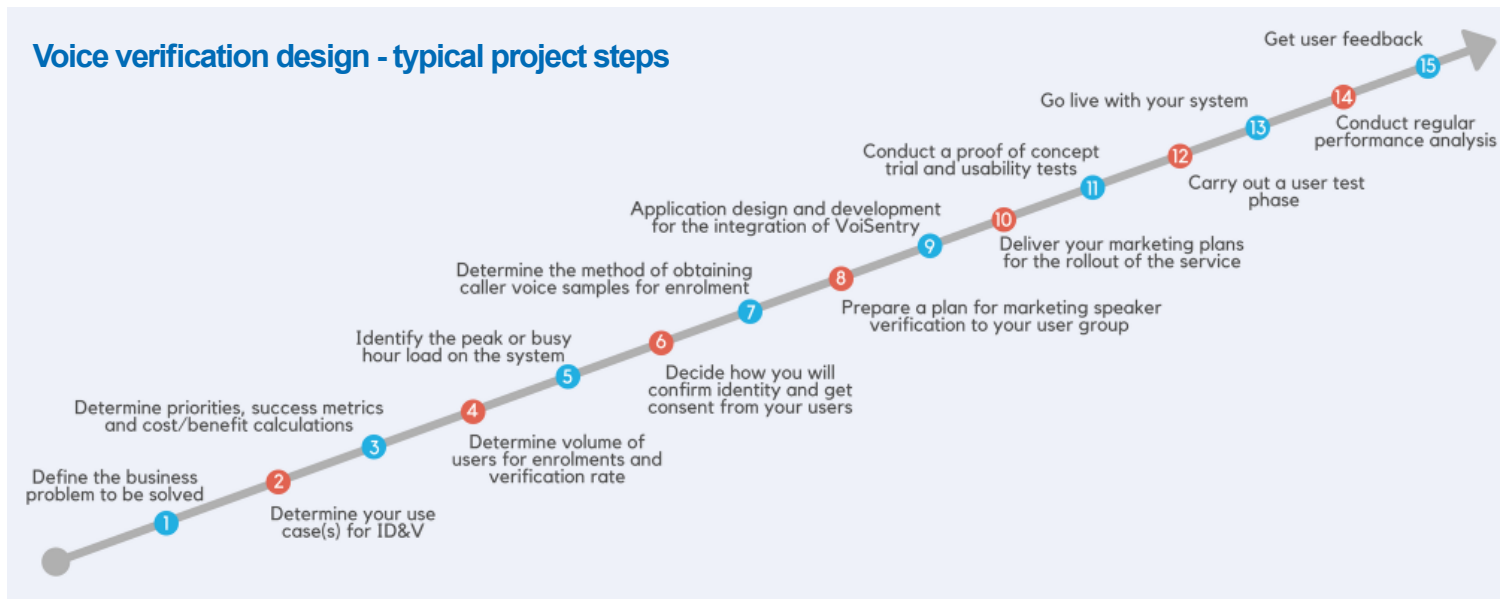
Speaker verification from Aculab

Consultative approach

Voice biometrics is a means of enhancing the delivery of and access to the services you provide via your applications. To achieve your goals, you need to plan your project. Aculab offers consultative support for the implementation of VoiSentry in your authentication solutions. Our focus is on helping you achieve the best results and meeting your business objectives.

With support from Aculab, you will be able to build a high-performance, voice access interface, with multi-factor authentication, that delivers a high degree of user satisfaction through automating the process of caller identification and verification (ID&V).

The result will be your success: callers get quick and convenient access to their desired service, and can carry out transactions without the intrusive interrogation of agent-led ID&V; customer touchpoints are enhanced, because callers can get down to business right away; and your business will benefit overall from a more effective and efficient authentication process.



About Aculab

Aculab is an innovative company that offers deployment proven enabling technology for any telecoms related application. Its wide range of APIs serve the evolving needs of automated and interactive systems, whether on-premise, data centre hosted, or cloud-based.

Aculab offers development APIs for voice, data, fax, speech and SMS, on hardware, software and cloud-based platforms, giving users the choice between capital investment and cost-effective, 'pay as you go' alternatives.

Many years of experience in helping to drive its customers' success has led to over 1000 customers, in more than 80 countries worldwide, including developers, integrators and service providers, adopting Aculab's technology for a wide variety of business critical services and solutions. Aculab's head office is located in Milton Keynes, UK. It also has an office in the USA.

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Do you have any questions about this product?

We will be pleased to help. Call +44 (0) 1908 273 802, email sales@aculab.com or visit aculab.com