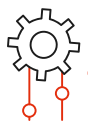


VoiSentry speaker verification

Product sheet



Easy integration



Application control



Highly scalable



Resilience and
redundancy



Multi-tenant



Multi-factor
security

Identity verification for any application

Using voice biometric security for identity verification is a win-win for businesses and their end users or customers.

Any user will benefit from the simplicity and convenience of 'voice verifying' as a means of accessing services, whether self-service or agent assisted. Regardless of the customer interaction channel, users want an unobtrusive and intuitive customer experience without having to compromise on security.

Across all market sectors, businesses compete in terms of customer experience. Furthermore, they have an overriding obligation to provide the highest levels of security of access to user data, accounts and services. That has never been truer with the escalation in identity theft, fraud and social engineering attacks.

With those compelling imperatives, businesses have never been more in need of solutions that proactively enable them to tackle the issues.

VoiSentry biometric speaker verification

Designed to enable OEM partners to add voice authentication solutions to any business application. VoiSentry allows your customers to replace frustrating, time-consuming verification processes simply, by allowing their customers to authenticate with their voice.

VoiSentry

Easy integration

VoiSentry is simple to install and integrate, provided as a VM image that can be deployed on the developer's platform of choice – hardware server, data centre, or in the cloud.

Interaction with the VoiSentry speaker verification engine is abstracted to web-centric interfaces, which means it's straightforward to integrate with any IVR, self-service, or contact centre solution. Our APIs enable biometric authentication to be added quickly and easily on any customer interaction channel.

Application control

With VoiSentry, the designer has full control of the processes surrounding enrolment and verification. VoiSentry APIs facilitate those core functions, leaving the developer freedom to craft each application to deal with key operations, such as greeting the caller, making an identity claim, or initiating liveness detection, according to the needs of each business unit.

Ideally for developers, the level of control over the utilisation of VoiSentry enables unique services to be provided on a per application basis – the essence of cloud-based services provision.

Highly scalable

Scaling up is achieved by an intuitive process of clustering server instances (nodes).

Beneficially, aggregating nodes to create a multi-node cluster and increase the overall capacity of a system can be easily and transparently accomplished, without having to be specifically managed. The innovative architecture of VoiSentry means that API calls can be distributed evenly across the cluster by means of load-balancing.

Resilience and redundancy

A further benefit of the VoiSentry architecture is that, whereas each node constitutes a single failure domain, the cluster offers a high degree of resilience and redundancy not possible with a single, back-end database.

Cluster-wide database replication across each local node provides extreme data persistence for biometric dataset storage. For larger system needs, additional virtual disk space can be assigned to each VM.

Note that administration of the entire system can be managed remotely through any node in the cluster.

Multi-tenant

For providers offering services to multiple clients from their cloud-based platforms, the multi-tenant capability of VoiSentry presents an ideal solution.

A provider of contact centre solutions, for example, can offer speaker verification as a customer interaction security option, simply and conveniently, and to individual customers according to their needs. Each user has full, independent control over the creation of datasets against which enrolments and verification attempts are performed.

Security

The essential benefits of biometric speaker verification are convenience and heightened security.

To maximise security, VoiSentry applies rigorous algorithms to detect and defend against faked audio, mimicking, presentation and replay attacks. Today's increasing threats of fraud and identity theft are a compelling reason to deploy speaker verification. For your first line of defence, call on VoiSentry's biometric engine.