Passive Voice Biometrics
for agent calls, IVR, chatbots
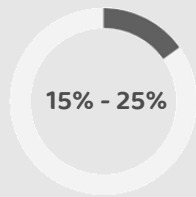
The only Voice Biometrics engine to date powered by Machine Learning

92% - 95%
Authentications completed with agents

85% - 90%
Authentications completed in IVR

15% - 25%
Increase in Customer Satisfaction (CSAT)

- ✓ **92%** to **95%** of caller authentications are completed in 3 to 5 seconds during calls with agents
- ✓ **85%** to **90%** of user authentications are completed in the IVR or chatbot
- ✓ AHT (Average Handling Time) is decreased **10%** to **30%** (depending on the authentication process in each company)
- ✓ **15%** to **25%** increase in customer satisfaction (CSAT surveys)

Authentication with **3 seconds of speech** without a passphrase (entirely "Free Speech")

Highest accuracy : >92% completion with 3 seconds of speech; >96% with 1-2 additional seconds. Only 4%-8% of all users (inconclusive results) will require additional authentication.

Omni-channel: the voiceprint of each user can be used in all channels. Only 1 enrollment will be required for each user.

Simple, quick deployment: Background Model generation and calibration is not required.

Speech Recognition for IVR authentications & user enrolment dialogues

Security strength: results with 99.9% to 99.9999% confidence result. Each Enterprise selects the Acceptance Threshold suitable for its operations.

Fraud Detection / Prevention and Fraud Analysis: during calls in progress with real-time alerts, and offline investigation on the recordings.

Passive ("Text Independent") in IVR, in calls with Agents and also in Mobile Apps, Website and Chatbots. Users can say fixed passphrase (*at ABCD my voice is my password*), or they can say their phone number or simply speak freely: "*good morning, my name is John*".

Self-learning with Machine Learning. Accuracy & performance improves with the amount of processed audios. The more transactions in production, the better the accuracy becomes over time. Human-assisted learning: supervisors can manually add audio to existing voiceprints

Full-featured Biometric engine covering Authentication, Enrollment, Identification (1:N and N:M), Speaker Diarization, Age & Gender Estimation, Language Identification, Speech Quality estimation and Denoiser.

Powerful and Open Reporting with full capability for the Enterprise users to create custom reports (ad-hoc reports or permanent dashboards in Kibana), and hundreds off-the-shelf integrations to import/export data from/to 3rd party applications.

voiceweb

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As its name suggests, Voiceweb is solely focused on Contact Center technologies and has been one of the earlier pioneers of Speech & Natural Language Understanding for Customer Service since 2001 when these technologies were just emerging from R&D labs to commercially viable products & applications. Voiceweb products for customer self-service are fully based on AI technologies while the company also offers products for contact center agents: CCaaS, Live Chat and Agent Assist.

Enterprises in 20 countries have trusted Voiceweb to assist them in applying a customer-centric communication approach, meeting all their objectives and improving Customer Satisfaction. Utilizing ENELAI platform and support from our expert consultants -or local partners- our clients consistently achieve remarkable KPIs such as +65% NPS score and 95% self-service.