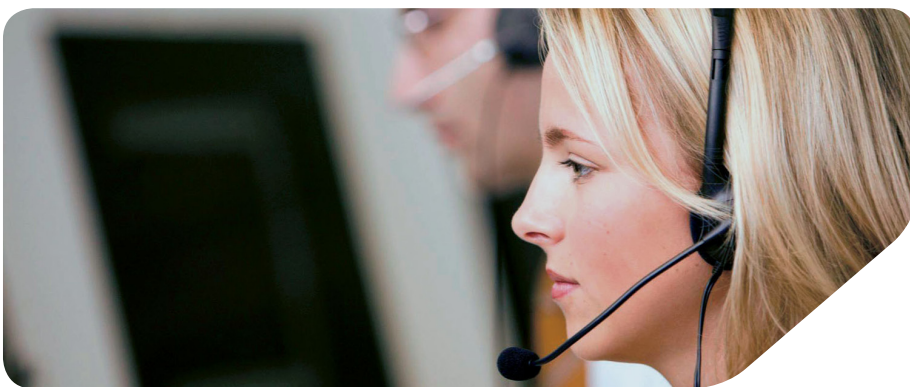


# VoiceKey.AGENT

## User-Friendly Voice Caller Verification Solution for Call Centers

**VoiceKey.AGENT** is a high-tech solution built on state of the art patent-pending voice biometric technologies that enables contact center operators to identify callers by voice – conveniently, securely and in real time.



“Customers are frustrated by the cognitive load required by current authentication processes. Over the past decade, voice biometric technologies have evolved to enable better experiences for the user and better results for the institution”.

*Dan Miller,  
Senior Analyst & Founder*

 **opusresearch**

“Over the next few years, we’ll see biometrics become part of everyday life”.

*Isabelle Moeller,  
Chief Executive*

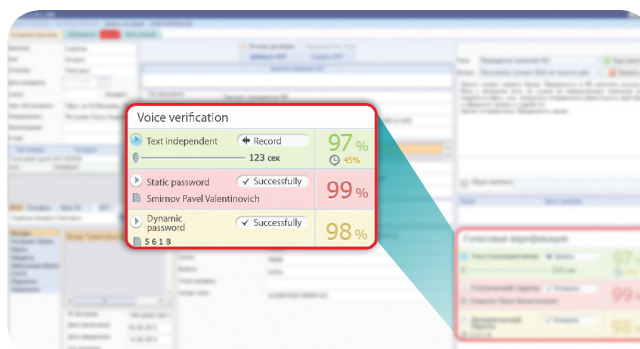


## Reduced Contact Center Costs

The telephony channel is the weakest link in the chain when it comes to authentication of customers. As online channels become more secure, social engineering attacks on contact center agents is increasing. ANI spoofing and Skype calls make verification even more difficult. Standard added security measures increase average handling time and costs without the desired increase in safety. Voice biometric verification, on the other hand, increases the authentication percentage of callers before agent interaction and reduces average handling time significantly - up to 50% or more.

## Increased Security

The human voice is comprised of 74 different features, of which only about ten can be changed deliberately or due to illness, vocal strain or injury. The best security results from analyzing factors identifying who a person actually is, rather than relying on information they may know (PIN, birth date, password, etc.) Voice biometric authentication is unique to each individual user and utilizes the most universal collection device in the world - the telephone.



## Technologies:

**VoiceKey.AGENT** uses unique, patent-pending algorithms that perform both text-independent and text-dependent verification. The VoiceKey product line is language independent and compatible with all communication channels (microphone, mobile, landline).

## Improved Customer Experience

Customers are becoming frustrated by the impact of increased security measures on customer experience. Standard added security measures have not significantly increased information security, but have dramatically degraded customer satisfaction. Voice biometrics simply and reliably solves both these problems, enabling forward-thinking organizations to retain and acquire customers through increased security and a better customer experience.

## Areas of Application

VoiceKey.AGENT solutions can be used to verify customer identity to access personal information for:

- Financial services (banking, insurance, asset management)
- Service providers (mobile, landline, broadband, cable)
- Healthcare
- Government (pension funds, medical benefits)

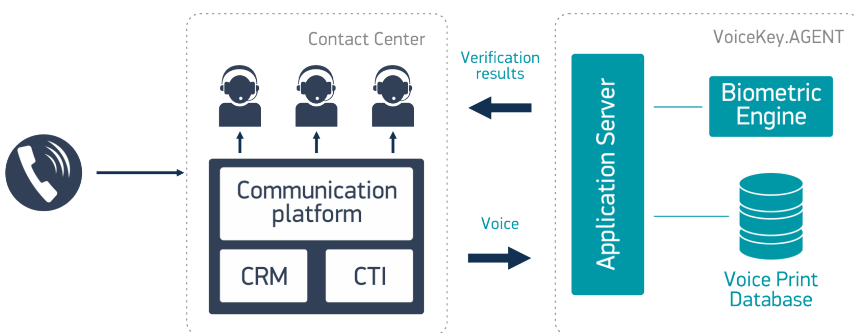
## How does it Work?

Once a caller is connected with an agent, VoiceKey.AGENT begins collecting the caller's vocal information and compares it to an existing voiceprint already in the system. After about six seconds of speech, a comparison is made and the agent is presented with a percentage score along with a pass/fail indication. The agent is also presented with speaker handoff indication, and can manually re-verify at any time using text-dependent verification.



## Architecture

VoiceKey.AGENT has client-server architecture and supports integration with all types of call centers and CRMs.



Accuracy of algorithms verified by National Institute of Standards and Technology (NIST)

### Features:

**Versatility** – can be integrated with other VoiceKey solutions and with Speech Technology Center multichannel recording systems

**Scalability** – affordable for small contact centers; effective for contact centers with thousands of agents

**Flexibility** – adaptable for both incoming and outgoing calls

**Efficiency** – verification process takes just a few seconds

**Practicality** – minimal agent training required; callers can enroll virtually

### System requirements

- OS support: Linux, Windows
- Database support: Oracle, MS SQL and others
- Integrates with all major contact center and telephony platforms

### Technical highlights

- Voiceprint size ~ 5 kb
- Voice analysis using 74 biometric parameters
- Signal-to-noise ratio of 7 dB; reverberation time up to 500 ms

### Awards:

**CCG™ Best Call Center Product of the Year**  
CCG Call Center Awards, 2013

**Star Performers Award**  
Speech Industry Awards, 2012

Learn more: [www.speechpro.com](http://www.speechpro.com)

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