

VoiceKey.FRAUD

Contact Center Solution for Guaranteed Fraud Detection

VoiceKey.FRAUD is a specialized solution for company security built on unique, patent-pending voice biometric technologies that search for and identify fraudsters among customers calling in to contact centers.



Company and Customer Safety

Traditional user verification technologies are cumbersome and don't provide guaranteed results. They rely on personal information (passwords, access codes, security questions, etc.) that can be easily stolen by fraudsters and used for their own purposes. Companies and customers need more reliable protection.

With traditional methods, call center agents are limited to asking security questions and matching caller voice to client gender and age data. It is extremely difficult for them to ascertain whether they are speaking to actual clients or fraudsters. Caller verification by voice, on the other hand, is a reliable validation method, as every person's voice is unique and cannot be stolen or forged.

Maximum Simplicity

VoiceKey.FRAUD automatically detects fraudulent voices in incoming calls made to call centers and immediately notifies the operator and security services to take action. This approach protects both the organization and customers, saving them from the cost of fraud, as well as reducing the cost of processing recorded conversations by security service employees.

"No professional fraudster attacks just once. Stopping a fraudster on a first attempt assumes the fraudster won't change his tactic and try again. A first attempt is rarely the last attempt".

*Dan Miller,
Senior Analyst & Founder*

 **opusresearch**

"Over the next few years, we'll see biometrics become part of everyday life".

*Isabelle Moeller,
Chief Executive,*



Technologies:

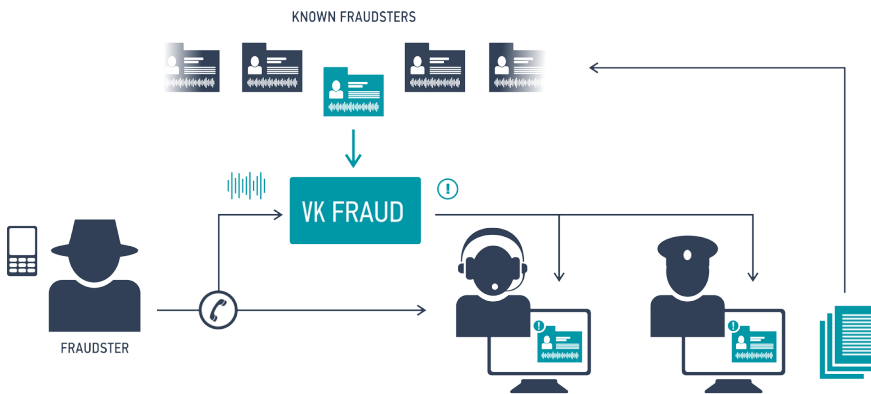
VoiceKey.FRAUD uses unique, patent-pending algorithms that perform text-independent verification. The VoiceKey product line is language independent and compatible with all communication channels (microphone, mobile, landline).

Areas of Use

VoiceKey.FRAUD solutions can be used to protect personal information for:

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

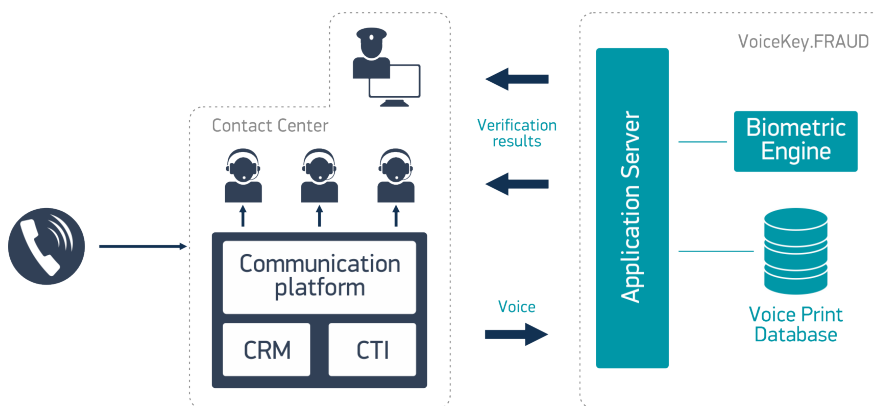
How Does It Work?



During every call, the user verification process starts as soon as the client starts talking to the call center operator. VoiceKey.FRAUD works imperceptibly in the background, collecting caller voice data. This data is transferred to the server for processing and compared with a voice sample "black list" already stored in the system. Verification results are displayed on the operator's screen. In the event of a high probability match, a notification is sent immediately to the company's security service.

Architecture

VoiceKey.FRAUD 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:

Security – instantly notifies both operator and security services when a fraudster is identified

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

Flexibility – adaptable for both incoming and outgoing calls

Efficiency – verification process takes just a few seconds

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

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 60 biometric parameters
- Signal-to-noise ratio of 7 dB; reverberation time up to 500 ms

Awards:

CCG™ CALL CENTER AWARDS
Best product of the year for call centers
CCG Call Center Awards, 2013

2012 SPEECH INDUSTRY AWARDS
«Star Performers Award»
Speech Industry Awards, 2012

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