

# VoiceKey Platform

Intelligent voice biometric solutions for call centers, mobile applications and online services

VoiceKey is a flexible solution that ensures reliable voice authentication in different fields: contact-centers, IVR, mobile apps, web portals etc.

## Why Voice Biometrics ?

- Prevent internal/external fraud
- Streamline user experience
- It requires no additional hardware
- Improved speaker authentication and identification
- Liveness detection (if required)
- Reduce verification time for customers
- Cut cost (reduce AHT)

## SpeechPro Deliverables

- State of the art biometric algorithms
- Fusion of text dependent and text independent voice biometric engines
- Prompted passphrase support and “liveness” detection
- Gender detection
- Emotion detection

## Key Features

- Easy customization to meet customer requirements
- Designed for integration with IVR, CRM, online services and mobile applications
- Works with VoIP and GSM files
- Text dependent and text independent verification

## Key Figures

- False-accept rates lower than 0.1 % with FR rate 1,8%
- Passphrase speech duration – from 2.5 s
- Text independent identification – from 6 s
- SNR – from 7 dB

## Applications

- VoiceKey.FRAUD
- VoiceKey.IVR
- VoiceKey.AGENT
- VoiceKey.OnePass – mobile + multimodal

## Cloud Computing

- SpeechPro voice biometric technology is well adapted to operate with service oriented cloud computing solutions.
- SpeechPro voice biometric products can be provided both on site and as a SaaS solution.



Scalability



Lower capital cost



Augments existing premises infrastructure

# VOICEKEY APPLICATIONS

## VoiceKey.FRAUD

### Search for known fraudsters

- The system analyzes all incoming call center “voice” calls in real time
- If a caller’s voice matches that of someone suspected of fraud, the system sends a warning message (monitor pop-up) to an authorized company representative
- Voices of callers suspected of fraud are entered into a database using a special software interface
- A dossier is created for every caller suspected of fraud, containing identifying information and voice samples

## VoiceKey.IVR

### Subscriber verification and service transfers using IVR

- The system automatically verifies callers by voice in IVR (Interactive Voice Response) environment
- Based on the subscriber verification results, the call is then transferred to an operator or to additional verification
- The call can also be routed to the next IVR node to manage services or to obtain personal information

## VoiceKey.AGENT

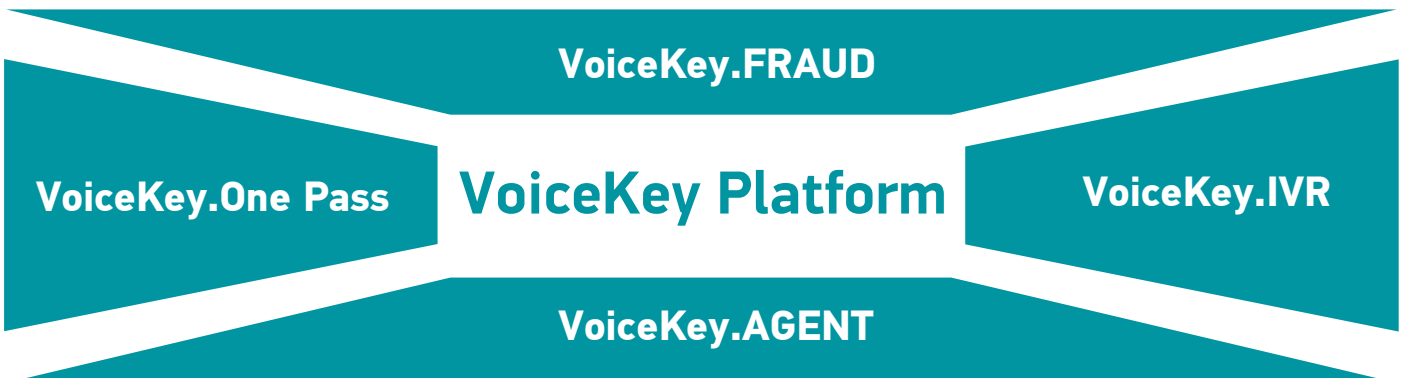
### Subscriber verification during calls with operators

- The operator can perform an additional identity check using voice verification, if desired (the operator asks the subscriber to utter keywords for voice verification and verification results appear on the operator’s screen)
- An operator can monitor confidence in caller’s ID through passive (text independent) verification

## VoiceKey.OnePass

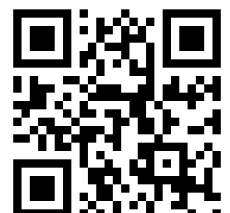
### Multimodal mobile application

- A user utters a passphrase when starting up the application on a smartphone
- At the same time, the application takes photos of the user
- When the user’s voice and photo match the data stored in the system, the user is given access (to services or data)
- OneClick = voice capture and image capture happen simultaneously



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