

# VOICE BIOMETRICS

Banks can now authenticate customers within 15 seconds using voice in the most secure way



#### **IMPROVED CALLER EXPERIENCE**

- No need to remember PINs or answer invasive knowledge questions



#### **REDUCED CALL TIME & COST**

- Manual Identity Verification takes 60 to 180 seconds
  - Performed by agent
- Automated Verification takes less than 15 seconds
  - Voice Biometrics



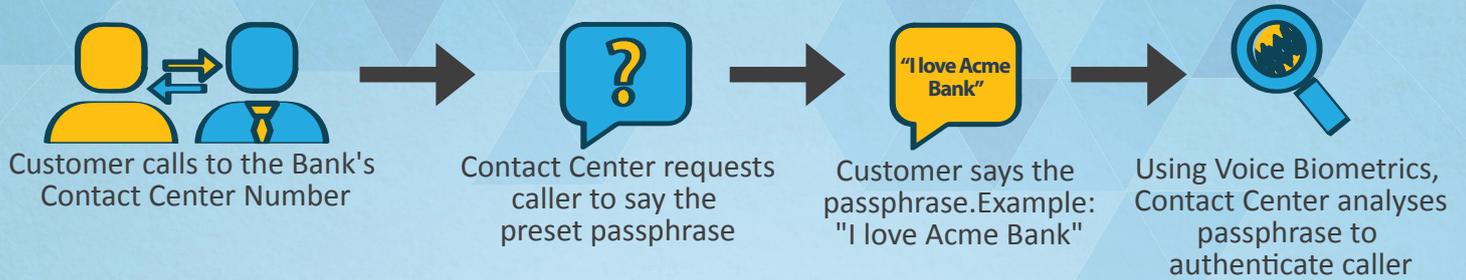
#### **STATE OF THE ART SECURITY MEASURES**

- Liveness detection
- Playback detection
- Fraudster detection

UNIPHORE'S VOICE SOLUTIONS FOR NEXT GENERATION BANKING  
Voice Biometrics | Speech Recognition | Voice Assistant | Audio Mining

Uniphore's Voice Biometrics solutions offer organizations with an innovative alternative, providing the caller with a faster and more pleasant experience while allowing the enterprise to reduce costs and improve security. By verifying a person's identity using their voice, the ID&V process can be reduced to a less than 15 seconds and is fully automated within the IVR.

## How it works



## Key features

- Quick to deploy and seamless integration
- Active Learning: built-in personalized tuning technology
- Enterprise or cloud-based Web API
- Language independent
- 99% accuracy
- Highly scalable

## Testimonials

**TURKCELL**  
GLOBAL BİLGİ

Voice Biometrics solution "attracted more attention than we had expected and reached 4 million users in a short time," said Fahri Arkan, assistant general manager of information technologies at Turkcell Global Bilgi. "Customers like very simple and fast authentication process of only 5 seconds."

 **vodafone**

"Call durations decreased about 15%, customer satisfaction increased 85% and worker satisfaction increased 97%" says Vodafone Turkey AGM Phil Patel, following deployment of Voice Biometrics."

## About us

Uniphore Software Systems provides technology solutions which extend the arms of both phone and mobile banking to increase customer engagement via latest voice technologies such as speech recognition, voice biometrics, voice assistant, and audio mining. These solutions, built on top of Nuance technology platforms, help banks offer personalized, user-friendly, secure and customer-centric mobile banking experience to its clients.

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