

uniphore



# Upgrade CX with amVoice™

The Conversational Security Authentication Platform



# Changing customer trends..



## Consistency in quality

**69%** of consumers shop more with retailers that offer consistent services



## Increase in voice interactions

**33%** of users use assistants on phones and rate them as satisfying



## Demand for faster services

**66%** of customers said that valuing their time is the most important thing



## Preference for self-service

**38%** of consumers used voice self-services in 2018

....has caused  
CX to take  
centre stage



76%

of consumers expect companies to understand their needs and expectations



64%

of consumers feel that experience is more important than price



32%

patrons will stop doing business with a brand after one bad experience



56%

say that 'overall enjoyment of the purchase experience' is important



63%

of people share bad experiences with other people



71%

recommend a product or service because they received a "great experience"

# Contact centers authentication negatively impacts CX

**01**

## Long call duration

Authentication lasts from from 30 seconds to a minute



**03**

## Repeated Authentication process

Authentication needs to be repeated for every call



**02**

## Negative customer experience

Laborious authentication creates bad experience



**04**

## Security loopholes in verification process

Easy to hack verification questions



**Amplify CX  
with amVoice™  
Innovative voice  
biometrics  
for user  
authentication**

SHORTENS  
AUTHENTICATION  
TIME



SECURES  
CUSTOMER  
ENGAGEMENT  
JOURNEY




INCREASES  
CUSTOMER  
ADVOCACY




ENABLES  
SEAMLESS  
CUSTOMER  
EXPERIENCE

# Unique features to tailor CX journey management




**Inbuilt personalized tuning**

Enables recording of customer's unique voice print




**Language-independent technology**

Factors in natural accent and speed




**Authentication within few seconds**

Provides fast and efficient authentication



**Cloud-based web API**

Allows seamless integration with solutions and apps



**Instant scalability**

Permits easy implementation with business/customer growth

# Effective authentication across industries

Increased security, decreased fraud and improved CX



BANKING



HEALTHCARE



INSURANCE



TELECOMMUNICATIONS

uniphore

|  amVoice

**THANK YOU**

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