PASSIVE BIOMETRIC AUTHENTICATION

Product Overview

onevault

Unnoticed when used effectively, felt when not present

The *OneVault Passive Call Centre Solution* seamlessly confirms the identity of a caller by matching the audio against a previously enrolled voiceprint. This significantly improves the customer's experience on repeat calls while enhancing security and decreasing call handle time.

A better customer experience

Customers are enrolled through natural conversation and subsequently are able to be assisted rapidly without divulging personal (and confidential) information in order to be authenticated. The experience of having a natural conversation with an agent about the core reason for their call rather than spending unnecessary time on 'authentication', is proven to have an immense positive impact on the customer experience.

Enhanced security

By introducing much needed third-factor authentication in remote channels such as contact centres, the *OneVault Passive Call Centre Solution* removes the responsibility on employees/agents to authenticate customers in the face of increasingly sophisticated cyber-crime and social engineering. With the ability to verify both agents and customers, a higher level of security for internal and external customers is attained.

Increased efficiency

Reducing the time spent on authentication, reduces average handle time and delivers a significant return on investment for organisations. Agents are able to focus on the quality of the customer interaction resulting in overall operational efficiency.

Compelling fraud capabilities

Organisations are able to analyse voiceprint data and build watchlists through voiceprint mismatches. Every incoming call can be evaluated against a known fraudster watchlist via the *OneVault Watchlist Monitor*, providing organisations the opportunity to proactively manage fraud delivering real business value to organisations.

Ease of integration

OneVault have developed a number of components to facilitate the implementation and make it much easier for our customers to deploy passive voice biometrics within their environment. Components such as a pre-developed and pre-built Agent Biometric Interface provides a seamless integration for rapid deployment where the full integration into a customer's CRM solution/s may complicate the implementation.

Our track record with implementations allows us to provide the IP and thought leadership to our clients; guiding and working with them to ensure implementation, operational processes and communication strategies are well considered. Finally, we share lessons learnt in order to successfully optimise your intelligent authentication solution.

What is it?

Passive Voice Authentication allows organisations to verify the identity of a customer in a typical call centre environment through the exchange of a normal conversation.

Voice biometrics uses someone's unique vocal characteristics, like pitch, tone and rhythm of speech, to identify them in the same way other biometric technologies use fingerprints or retina scans. The advantage of voice authentication, however, is that it can be done without the person being present - for example, over the telephone or another remote channel.

Passive authentication takes place in the background; so while the customer is talking to a contact centre agent their voice is being matched against previous conversations.

Standard technical requirements

Production (Create mirror environment for test)			
	Production telephony adapter server	Production audio acquisition server (300 Concurrent Calls)	Biometric processing server	Production DB Server
CPU	8 X vCPU	16 X vCPU	16 X vCPU	4 X vCPU
Memory	8 GB	16 GB	16GB	16 GB
Hard Drive	100GB	100 GB	100 GB	1 TB

ABOUT ONEVAULT

We believe that there's advice, and there's sound advice. Advice means well, but most often does more harm than good. Sound advice comes from wisdom, and always guarantees results. With that, our mission is to ensure that brands and customers should interact safely and efficiently, at every stage of the journey.

We aren't consultants. We are solutions partners; dedicated to helping bolster your Intelligent Authentication process and Fraud prevention measures. Starting in South Africa, OneVault has extended its footprint into the African market & beyond; in countries such as Kenya, Tanzania, all the way to Pakistan.

CONTACT US

Our solutions team is waiting to chat about your authentication and fraud solutions strategy.

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