Seamlessly Boost Security & Customer Experience

With Voice Biometric Authentication from LumenVox

LumenVox®

84% of customers say **that the experience a company provides is just as important as its products or services.** Using Voice Biometric Authentication, companies can provide their customers with positive remote experiences from the very beginning of a call without ever sacrificing security.

The LumenVox Voice Biometrics technology screens customers by comparing input voice audio to a collection of stored voice samples ("voiceprints") that are known to be authentic or fraudulent. Just like a fingerprint, each voice is unique. Therefore, Voice Biometric Authentication is incredibly effective because the distinct qualities of someone's voice cannot be replicated.

Voice Biometric Authentication can be deployed in three unique ways:

Passive

The customer's identity is validated during a normal conversation with a live agent.

Active

The customer is required to recite a phrase or certain words, "My voice is my password" to establish their unique voiceprint.

Hybrid

The customer has created their unique voiceprint, but they can authenticate in either an active or passive mode.

Leverage a Safe and Scalable Solution

Businesses that offer telephone self-service run the risk of fraud attacks and customer identity theft when their infrastructure is not designed correctly.

LumenVox's flexible Voice Biometric technology can be deployed actively or passively and gives organizations the ability to create a seamless and secure method of verifying its customers. Agents no longer need to ask convoluted, obscure security questions to validate the customer's identity. Voice Biometrics technology not only creates a **better user experience, but also strengthens security and reduces operational costs.**

Voice Biometrics offers scalable authentication within today's busy contact centers. In addition, it easily integrates with a variety of existing infrastructures, Interactive Voice Response (IVR) software, and web or mobile applications.

The Benefits of LumenVox Voice Biometrics

Create a Better User Experience

Voice Biometrics improves the customer experience by reducing hold times and allowing agents to focus on higher priority calls. Contact center calls can also be fully automated through IVR or a mobile application — removing the need for a live agent to verify a caller's identity and allowing busy customers to quickly obtain the information they need.

Validate with Just a Voice

LumenVox's voice biometric software uses a person's unique vocal characteristics – including pitch, tone, and rhythm of speech – to verify a claimed identity. This is like using a fingerprint or facial recognition to unlock a smartphone. The advantage of voice authentication, however, is that it can be done without physical interaction. By simply **speaking**, customers can authenticate themselves easily and safely, no matter where they are.

Reduce Handle Time & Cost

The first few minutes of an incoming call can be the most time-consuming for customers and live agents. However, with Voice Biometric technology, agents can immediately start solving the caller's problem with confidence – verifying their identity within seconds, not minutes. This results in a significant reduction of average handle times (AHT) and contact center costs.

Enable Secure Convenience

Customers crave convenience. They also want peace of mind. LumenVox seamlessly enables both by providing fast, frictionless customer authentication for call centers. Credentials and passwords are easy to forget. Tap into the power of voice biometric technology instead and simplify the verification process for customers and agents.

Securely Authenticate Users

The last thing any enterprise needs is a high-profile data breach. It can take months, if not years, to recover from the reputational and financial consequences. Protect business applications and users with an additional layer of security. Deploying Voice Biometrics actively or passively helps organizations eliminate fraud and identity theft and avoid costly mistakes.

Ready to Deliver Extraordinary Voice Experiences?

Schedule a Demo

Key Features

- Text-dependent, text-prompted, and text-independent usage

- Channel compensation for landline, mobile and data channel usage

- Voice quality measurements

- Playback detection algorithms Integrated speech content checks

- Cloud, on-premise or on-device

- Easy integration to Android and iOS apps

- Multiple use modes allow for a variety of application scenarios

- Architected to allow for flexible deployment

- Out-of-the-box tuned language packs for major languages

- Synthetic speech detection

- Liveness detection

- Allow users to fine tune their own biometric accuracy

About LumenVox

LumenVox transforms customer communication. Our flexible and cost-effective technology enables you to create effortless, secure self-service and customer-agent interactions. We provide a complete suite of speech and authentication technology to make customer relations faster, stronger, and safer than ever before. And we do it all by putting you and your customers first.

Contact

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