



Voice verification *that meets your specific security and customer experience needs*

Often, organizations rely on active voice authentication to confirm a caller's identity and limit access to sensitive information to specific callers. This method requires a caller to knowingly participate in an authentication phase of a call, by verbalizing a pass phrase and — in multi-factor settings — secrets that only he or she knows. The latter might consist of personal identifiable information (PII) like the last four digits of his or her credit card or Social Security number, or data such as his or her mother's maiden name.

While V-Match can be used to construct active voice authentication solutions, its real strength lies in enabling passive voice verification that runs continuously in the background. With passive voice verification, speaker identity is tracked during the entire duration of a call, including in those calls which have no authentication phase. When you leverage V-Match and its next-level speaker identification capabilities:

- Callers need not know that voice verification is being conducted
- Callers need not waste their time in an authentication phase
- Callers have their identity confirmed, no matter which device they use to call
- Callers don't even have to be present — V-Match can be used to verify speaker identity in archived recordings as well as in real-time streams

Develop applications to prevent fraud, safeguard privacy and improve customer experience

V-Match features a Python API that makes it easy to develop a wide range of customized voiceprint creation and matching applications, including but not limited to:

- **Diarization** — Segment an audio stream into speaker-homogenous utterances to distinguish agents from callers and further enhance your voice analytics
- **Speaker verification** — Quantify the biometric similarity between two recordings or between two groups of recordings
- **Expected-speaker detection** — Compare a caller's current voiceprint against his or her archived voiceprint to detect imposters
- **Person-of-interest detection** — Match a caller's current voiceprint against archived voiceprints of known fraudsters, criminals or terrorists for True matches
- **Speaker-change detection** — Know in real time if the speaker of the current utterance is the same as that of the previous utterance, or if a new speaker just entered the conversation
- **Speaker identification** — Determine who the speaker is in a query recording by leveraging an association between past recordings and identity records

Leverage voice biometrics technology however you choose

Integrate V-Match directly in your security platform or rely on Voci V-Blaze for joint speech transcription and voiceprint creation. With voiceprint creation, you can export one voiceprint per audio file, or one evolving voiceprint per audio stream. For voiceprint analysis, you can create a voiceprint that contains biometric information unique to a caller and compare it to another voiceprint to confirm if the caller is one and the same.

Know more with every call

Use V-Match to build the voice biometrics application that's right for your organization. It's especially useful for:

Call centers:

- Identify valued customers faster to give them VIP service
- Gain insight from specific words or phrases found in archived recordings from the same speaker so agents can tailor their communications with customers
- Increase success rates in outbound marketing activities by knowing which person in a household may be most responsive to a certain pitch
- Detect and prevent fraud by determining if live-call voiceprints match with archived voiceprints of blacklisted scam artists

Law enforcement:

- Acquire a voiceprint of a criminal or suspected terrorist taken from intercepted calls and compare them to calls made on other phones
- Execute e-discovery queries in databases of recordings to rank entries by biometric similarity to the query
- Discover collaborators, their locations and their plots

Healthcare:

- Identify a person at the beginning of a call to improve patient service
- Direct patients' calls to the top of the queue if they are previously known to have a serious medical condition

Verify speaker identity in archived recordings and real-time streams

V-Match enables you to develop and integrate advanced voice biometrics technology with your current processes. Use it to build any voice identification application, and in a form that meets your organization's specific needs. Employ V-Match for fraud prevention, data security, privacy protection, customer experience and public safety.



About Voci Technologies

Voci Technologies combines artificial intelligence (AI) and deep learning algorithms to deliver the best-in-class enterprise speech analytics platform. Voci's innovative technology and strategic partnerships enable contact centers of all sizes to extract actionable intelligence from voice data to improve customer experience, operational efficiency and compliance requirements.

For information, visit www.vocitec.com.

