

VOICE BIOMETRICS

‘How can you improve security, lower fraud *and* reduce costs?’

Voice Biometrics – ‘An average 500 seat contact centre spends £1 million per annum on ID & verification.’

Voice Biometrics is a simple and highly secure method to identify and verify *claimed* identities across telephony, web and other contact channels.

How does it work?

- Customers enrol their unique voiceprint
- The customer can now be simply and securely verified with just their voice
- A secure automated ID & verification solution that also enables greater self-service across all channels

What are the benefits?

- Simplified security processes with less customer effort
- Reduce fraud
- Market differentiation
- Decrease operational costs
- Liberate agents from mundane tasks

Since rolling out the technology **Aviva Australia** has had a positive response from customers who like the additional convenience and security.

Aaron Tunks, Manager, Operations Reengineering & Project Delivery at Aviva says, “voice biometrics saves 20-30 seconds per call in agent time and reduces queuing for customers.”

If you want to prove your care about customer security *and* offer great service, then why not join the list of innovative companies that have already deployed voice biometrics:



For more information visit www.salmat.com/speech
Tel: **01628 632263**
Email: speechsolutions@salmat.co.uk

the evolution of one to one communication

