

Omni Authentication

VOICE BIOMETRICS *ENHANCING* *GENESYS PURECLOUD*

BENEFITS

• **IMPROVED CUSTOMERS EXPERIENCE**

Callers do not need to remember Account numbers, PINs or Passwords.

• **INCREASED SECURITY**

Reduce fraudulent callers.

• **REDUCE COSTS**

Manual verification by agents may take up to 120 seconds or more.

Callers are verified using their Voice print within seconds

• **OPEX MODEL**

Affordable with no high up front capital costs.

'Verify your customers, simply and securely'

One of the key challenges within a contact center is improving the Customer Experience. Customers are frustrated having to recall their PIN numbers; passwords or account numbers while agents are spending time asking security questions.

Omni Authentication overcomes these issues by using the customers voiceprint to verify their identity, simply and securely. This results in improved contact center efficiency and customer experience.

- Seamless integration with Genesys PureCloud.
- Passive Enrolment – no need to spend time to answer questions.
- Verification result is displayed on the PureCloud client or Salesforce CRM even if calling from an anonymous line.
- Agent Handling time is reduced which improves the cost efficiency within the call Center.
- Voiceprints are stored locally on customers site which increases security.
- Risk of identity theft is reduced while enhancing the level of security for the customer and company.
- Language Independent.
- Highly scalable.

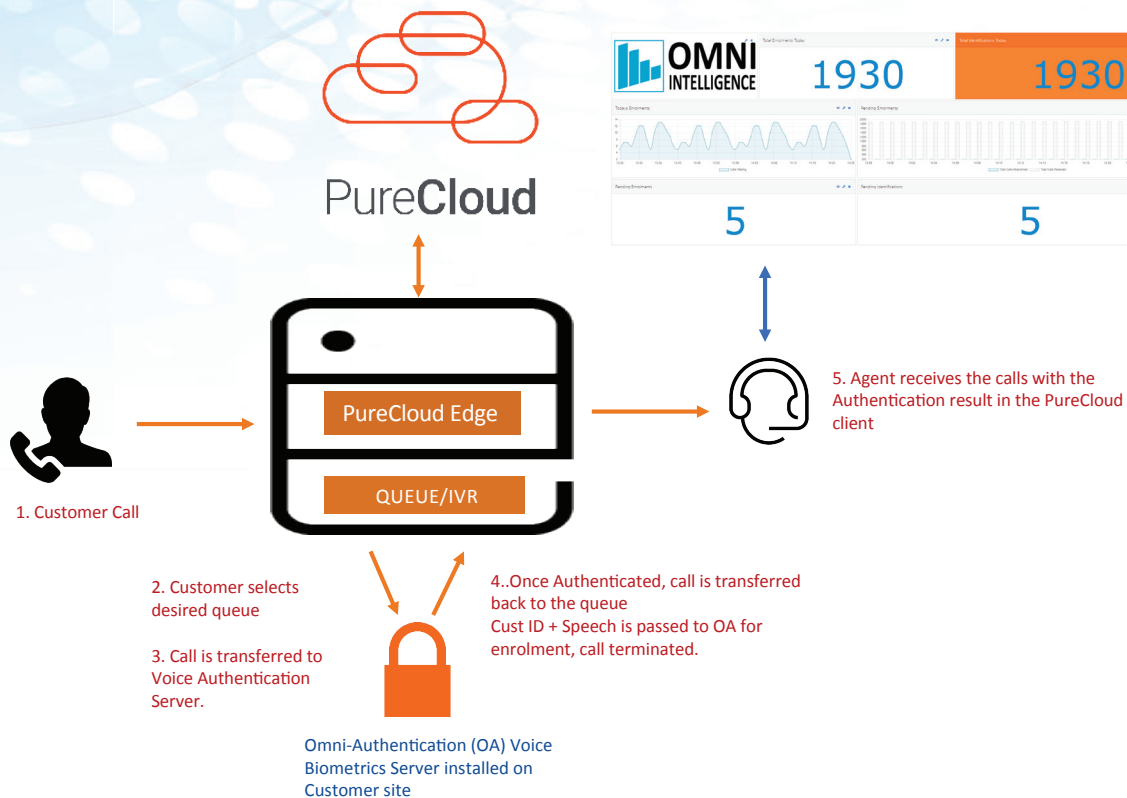


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HOW DOES IT WORK

Passive Enrolment - Agent passively enrolls the callers using the PureCloud client. Omni Authentication uses the PureCloud recording to create the voiceprint, no need for the caller to repeat any phrases which reduces the handle time and increases the customers experience.

AUTHENTICATION PROCESS



KEY FEATURES

- Improves Customers Experience
- Reduces agents handle time
- Authenticated within seconds
- Reduces operational costs
- Strengthens Security
- Language independent
- OPEX model usage billing



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