

Voice biometrics in the Enterprise

Agenda:

- Enterprise background
- Why it looked at voice biometrics
- What were some of the issues
- Interfacing with its IT infrastructure
- The voice biometrics solution
- Implementing the system
- What has been the effect
- What lessons were learned

Enterprise background:

- Fortune 500 company
- Large national call center
- IVR system in place
- What to take customer service to new level

Why it looked at voice biometrics:

- Improve the customer experience
- Looked at this as new technology
- Be more competitive
- Wanted to increase calls to the IVR system

What were some of the issues:

- User interface
- Word vocabulary
- IT resources
- Customer acceptance - feed back
- Technology

Interfacing with IT infrastructure:

- TCP/IP network connection
- Socket connection to the mainframe
- Transaction processing

The voice biometric solution: Phase 1

- Used existing application as a base
- Added new capabilities
- Created new voice interface
- Maintained existing back-end interfaces

Implementing the system:

- Run both systems parallel
- Monitored calls
- Got customer feed back
- Adjusted the system
- Maintained a touchtone input capability

The voice biometric solution: Phase 2

- Expand the system
- Added new applications
- Incorporated speech verification
- New back-end interfaces

What has been its affects:

- Wide customer acceptance
- Wide employee acceptance
- Wide IT acceptance
- Increased security

Lessons learned:

- Start with an easy application
- Watch for user behavior
- Prove out the technology
- Look to expand its use
- Incorporate into other areas

Summary:

- Start with a simple application
- Work with the technology
- Work with your existing infrastructure