VoiceTrust Caller Authentication

Prevent fraud in your call center and deliver a convenient customer verification experience that saves an average of 20 seconds per call

Why VoiceTrust?

We are a market leader in voice-based identity verification solutions with high-profile customers, cutting-edge technology, and a reputation for the successful delivery of projects worldwide since 2000. Global Fortune 500 clients rely on our solutions to securely and conveniently authenticate millions of their users.

The Benefits to Your Call Center

Prevent Fraud and Identity Theft

Organized fraud rings target call centers using stolen credentials such as passwords, PINs, and security questions, costing the industry billions each year. Financial institutions, healthcare providers, and governments are the most commonly affected. Verify your callers with their voice for stronger authentication and protect your organization from fraudsters, social engineering attacks, and data breaches.

A More Convenient Caller Experience

Provide your customers with a simpler and quicker authentication process that improves your call center experience. Your customers won't have to remember multiple PINs and passwords, and will have their identity automatically verified using their voice. Customers prefer voice biometrics over existing authentication methods for security and convenience.

Cost Savings

Voice authentication verifies your callers an average of 20 seconds faster than existing methods. It removes the frustrations associated with identity verification in the call center today leading to better customer loyalty and customer acquisition. It also prevents fraud and identity theft to save you money. These three areas highlight the financial benefits of caller authentication for a cost-effective call center.
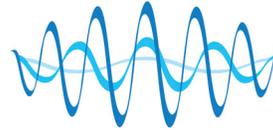
How it Works

Customer dials into your call center and reaches an IVR or support rep

In IVR: Repeats random set of words or a special pass-phrase

In Call: Engages in a natural conversation with call center agent

Voice compared to enrolled voiceprint

Caller identity verified or rejected based on their voice signature

In IVR: Self-service transaction proceeds if successfully verified

In Call: Agent notified of positive verification or fraudulent attempt

Caller Authentication Features

- Secure voice-based caller identity verification
- Authenticate customers in the IVR or during a natural conversation with your support agent
- Scales to hundreds of thousands of users
- Works with your existing IVR systems and VoiceXML platforms
- Language and accent independent
- On-premise or cloud deployment models

About VoiceTrust

We provide voice authentication solutions that prevent fraud, eliminate identity theft, and make application logins more secure. Fortune Global 500 clients including banks, insurance companies, call centers, and enterprises rely on our solutions to verify the identity of millions of users. Founded in 2000, the privately-owned company is headquartered in Toronto, Canada with additional offices in the USA, Germany, and UAE. For the latest insights on security and user authentication follow @VoiceTrust on Twitter, or visit www.voicetrust.com.