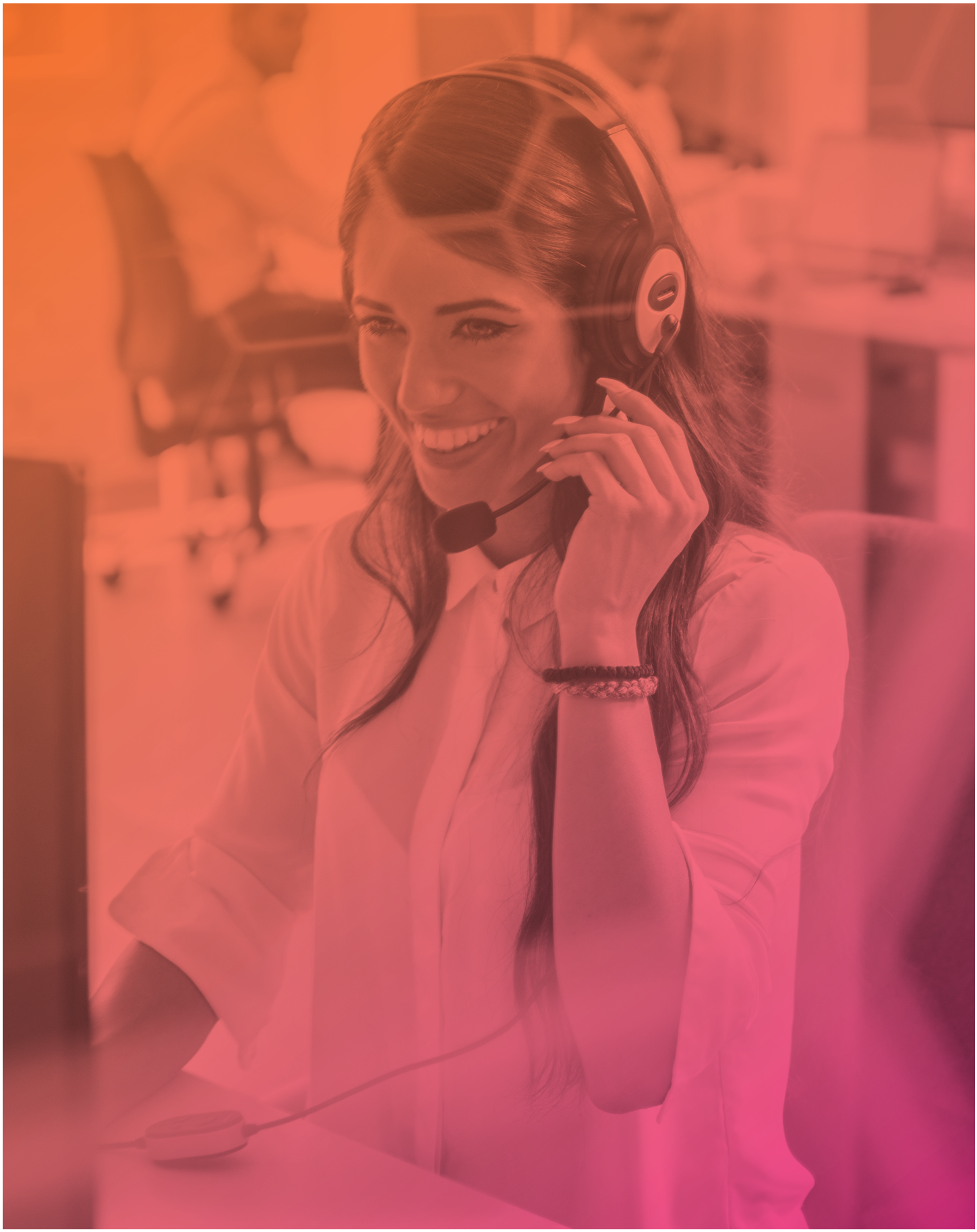
uniphore

U-Trust



U-Trust – Frictionless, Ongoing Agent Verification

Drive frictionless, ongoing agent verification for both your in-house and remote contact center agents. Leverage voice biometrics-based solution to automatically authenticate the agent in a way that is secure with your own voice infrastructure and does not store any voice. Frequently verify agent during customer conversations, and alert supervisor in real-time in the event of a failed verification.

Features

Voiceprint / Voice Biometrics

Voiceprint or voice biometrics-based solution that maps agent's unique characteristics for a match. Voiceprints are digitally signed and stored in a proprietary format for enhanced security. Voiceprints are also a language independent solution.

1-minute One Time Frictionless Enrollment and Ongoing Verification

Seamlessly enroll voiceprint by recording samples of voice. Supports passive verification i.e. doesn't require a specific sentence to enroll or authenticate. Extract features to create a unique voiceprint after sufficient audio is collected. Compare voiceprint with the recorded sample to verify agent's voice at the start of the call and during the entire agent shift.

Accuracy and Ease of Maintenance

High accuracy verification and easy calibration with minimal amount of data.

On-Premise and Cloud-Based

Offer choice of solution deployment based on the current environment of the contact center. Can be deployed on-premise or on the cloud.

Real-Time Supervisor Alerts

Agent voice is matched with the voiceprint stored at the time of enrollment. In the event of a mismatch at any point during a call, supervisors are alerted in real-time. Supervisors also have the option to see reports with verification events.

Business Benefits

Enhance Customer Trust

Authenticate agents and enhance trust with customers. Improve compliance and fraud prevention with enhanced security, for both in-house and work-from-home (WFH) agents.

Frictionless Experience and No Impact on AHT

Takes less than a minute to enroll and just a few seconds to verify seamlessly, automatically and continuously during calls with no agent involvement. Alert supervisors in real-time in the event of a failed authentication.

Lower Cost of Maintenance

No additional software needed on agent desktop. No need to maintain any other equipment on agent desktop. Can be deployed on-premise or on the cloud.

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