KNOW
YOUR CUSTOMERS IN SECONDS

CHALLENGE

Although customers define "forgetting passwords" as a recurring problem, organizations are lacking ways to respond to this issue by simplifying the authentication process without lowering security measures. As a result, customers and customer representatives are left with unnecessarily long verification processes.

SOLUTION

Voice Biometrics technology provides real-time authentication that is language, accent and content independent. Within matter of seconds, the technology can authenticate customers using unique features of the voice that cannot be replicated. The level of security is increased and the experience is improved.

ING

"Knovvu Biometrics helped us shorten the duration of customer calls by 19 seconds."

— VP of Customer Service, ING

BENEFITS

INCREASED SECURITY

With features like playback manipulation, synthetic voice detection and voice change detection, the solution presents effective fraud protection.

SHORTENED CALL DURATION

The technology reduces the duration of calls where customer authentication is required by 20-30 seconds.

IMPROVED EXPERIENCE

Thanks to its advanced architecture being language, accent, and content agnostic, the solution provides a seamless experience for customers.

IMPORTANT FEATURES

1. Overlay Solution

On-prem or on cloud, the solution easily integrates into existing platforms without additional effort. It can be integrated into IVR systems, enabling customer authorization without the need for live agents.

2. Passive Authentication

With the passive authentication feature, the solution verifies the user's identity as they are speaking naturally. No passwords or specific passphrases are required. This allows for a seamless experience.

3. Continuous Adaptation

Every last successful authentication is fed into the user's voiceprint. Voice adaptation capability ensures the accuracy even if the user's voice may change over time due to different factors.

4. Noise Detection

The solution automatically detects background noise levels during the call, ensuring high accuracy and security for users in noisy environments.

HOW AI IS INTEGRATED

Caller Verification

With advanced Deep Neural Network (DNN) algorithms, we can compare caller's voice with voice stored in the verification database. This is also used for blacklist identification.

Deepfake Detection

This feature is designed to identify synthetic voices generated by AI technology.

Speaker Change Detection

We use speaker change detection for accurate voiceprint enrollment.

Voiceprint Adaptation

We use voiceprint adaptation technology to make sure your voiceprint grows with you.