EVA Voice Biometrics

A complete solution for your Contact Center!
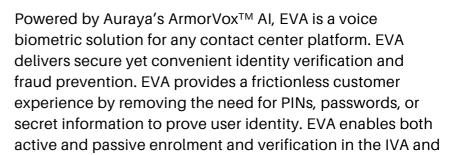
EVA
Voice Biometrics

At a glance

Provides secure and seamless identification and verification capabilities for cloud-based contact center platforms.

Platforms

EVA uses open API's to seamlessly integrate with all cloud based and on premise contact center platforms. EVA has out of the Box configurations to enable same day deployments with Amazon Connect, GenesysCloud, Five9, 8x8, Twilio and an ever increasing suite of CCaaS platforms. Auraya's 'EVA Voice Biometrics' product listing on the AWS Marketplace has passed the AWS Foundational Technical Review process, which means it has been recognized for its best practices approach and risk mitigation strategies. EVA can also be accessed from Genesys App Foundry, Five9 (standard features platform).

OVERVIEW ⌄

Powered by Auraya's ArmorVox™ AI, EVA is a voice biometric solution for any contact center platform. EVA delivers secure yet convenient identity verification and fraud prevention. EVA provides a frictionless customer experience by removing the need for PINs, passwords, or secret information to prove user identity. EVA enables both active and passive enrolment and verification in the IVA and during agent conversations and an intuitive agent interface.

EVA voice intelligence enables personalized self-service as a caller in the IVA can be positively verified and provided a range of self service options and if the caller needs to speak with an agent then the agent can skip manual verification processes and offer friendly and efficient service to a pre-verified caller. EVA can also continue to passively verify callers whilst in conversation improving security and convenience and eliminating the need to do a re-verification if the call needs to be escalated to a different agent.

Outdated security methods such as PINs, passwords and security questions have become insecure and unreliable. Forgetting passwords and security answers or switching applications to access one-time passcodes can result in inefficient and cumbersome customer experience. Time is wasted trying to verify users with insecure methods.

EVA provides a voice biometric capability that works out-of-the-box in any spoken language. In addition to biometrically verifying a caller's voice, EVA uses Caller ID (CLID) to deliver an easy verification process and assist in multi-factor identity verification process.

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SOLUTIONS

EVA can deliver advanced capabilities such as real-time fraud detection and digital channel enrolment and verification options that can be turned on and configured using simple to use orchestration tools.

Easy Deployment

Enhanced Security

Non-Intrusive Authentication

Channel Independent Voice AI

Serverless Cloud Deployment

KEY FEATURES

1 ENROLMENT

Flexible enrolment approach streamlines onboarding through quick website/app enrolment, secure chat, and various use case, from active enrolment in the IVA to passive enrolment whilst talking to an agent or with a bot, and efficient bulk enrolment through provided recordings.

2 VERIFICATION

Enrolled users can be pre-verified, gaining access to self-service or agent interactions with displayed verification status for agents. Additionally, EVA passively monitors speech during self-service conversations or interactions with agents, further ensuring a secure user experience.

3 AGENT MONITORING

Use EVA to ensure secure and seamless identity verification of call center agents. This is especially important when agents are working from home or employees need to verify their identity to fellow employees to gain access to sensitive information.

4 SEAMLESS USER IDENTIFICATION

EVA uses speech recognition capabilities to identify users in the absence of CLI based identifiers. It also supports 2-factor authentication (2FA) for digital channels, leveraging its patented speech recognition capability to provide multi-factor authentication (MFA) for enhanced security.

5 SCALABLE SECURE ARCHITECTURE

EVA efficiently handles thousands of concurrent calls and seamlessly auto-scales to manage tens of thousands of concurrent calls, offering a highly secure and highly available serverless SaaS service or the flexibility to operate within a client's own cloud or on-premise infrastructure.

6 RESPECTS USER CHOICE TO OPT OUT

An agent desktop can be configured to allow customers to opt out of using voice biometrics which is an important legal requirement in some jurisdictions.

7 AGENT DESKTOP

The agent control panel can be used to display the user's identity and verification status prior to an agent answering a call. This gives the agent identity verification feedback from the start of the conversation, improving user experience and reducing agent-handling time. Agents do not need to see or ask for personal information, maintaining privacy.

8 ADAPTABLE DEPLOYMENT

EVA offers versatile deployment options, including cloud, on-premises, or hybrid infrastructure, ensuring seamless integration across environments. This enables efficient data sharing and collaboration while maintaining strict control over sensitive information.

9 ACTIVE LEARNING

EVA enhances voiceprints for unsuccessful verifications by incorporating audio samples from re-verification. Active learning techniques are employed in both active and passive modes to optimize voiceprint performance, ensuring a seamless and convenient experience for callers.

10 VOICE BIOMETRIC PERFORMANCE AUDIT

Use EVA's fast cross matching capability to do a many against many simulated attack using the enrolled population to prove solution security performance. This audit process can be run by internal audit teams to ensure system integrity.

11 SECURE FROM THE GROUP UP

EVA is built from the ground up to be secure. All voice biometric information and personally identifying information is encrypted in transit and at rest. There are multiple layers of security to stop any attempts at altering or stealing system data from both internal admin level people or external hackers.

12 SUPPORT FOR INTEGRATED REPORTING

EVA utilizes Amazon Firehose to stream and transform EVA data to be consumed by reporting databases and business intelligence services such as Amazon QuickSight providing organizations with the ability to integrate EVA events into their chosen reporting platform for contact center and enterprise reporting.

13 FRAUD DETECTION

EVA can check synthetic voice models, recorded voice playback models and known and suspected fraudster lists to protect organisations from bad actors attempting account takeovers or other malicious activity. EVA employs in-call fraud analysis capabilities to detect and alert potential fraudulent activities during customer interactions.

*Check out *EVA FORENSICS* product capability for a full description of EVA's fraud detection and prevention capabilities.

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