



Identification & Verification (ID&V)

Accurately identify and verify your callers every time!



What does it do?

Part of the IVVO product set, ID&V provides a means to automate the process of caller identification and verification. Information is captured by the application and upon successful verification is transferred to a live agent or another self-service application. ID&V supports a series of ID questions and a broad cross section of verification questions.

Features

- Will match and replicate your current DPA requirements
- Captures specific references which are then passed to the back-office systems for processing
- Can be used in an outbound capacity to ensure security when delivering information
- Predefines a set of the most commonly used identification and verification questions
- Intuitive design ensures that alternate questions will be asked in case a customer forgets security questions
- Allows the organisation to determine the appropriate level of identity management that is required (single, dual or multi-level verification)
- Supports both speech and touch-tone input for selected question types input



HOW WILL IT BENEFIT MY CONTACT CENTRE?



- Provides a consistent friendly approach before directing the caller to their desired location
- Agents are freed up from data capture that can easily be automated
- Significant savings in manpower by reducing overall agent talk time
- All information captured in the application is passed over to a live agent in a call



HOW WILL MY CUSTOMERS BENEFIT?



- Provides a consistent friendly approach before directing the caller to their desired location
- “Always on” availability allows callers to call 24/7
- Reduced waiting time for call to get answered
- Quicker navigation of menus
- Single contact number for all queries

“The solution from SpeechStorm means we can offer a service which minimises call waiting times and enables our customer service agents to deal with more complex enquiries. I was impressed with the quality of the system from the team and the no-fuss approach brought to the project.”

Jim Clendinning
Supply Service
Development Manager, NIE

Customers already benefiting from 100% self-service applications include:





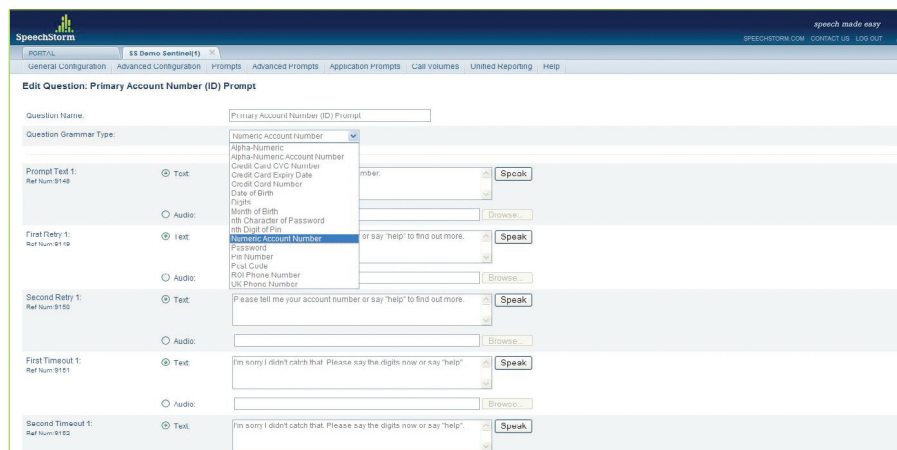
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IVVO Control Centre: Self-management, no inflexible silos of technology

Up until now, legacy IVR applications have been deployed on proprietary IVR platforms making them prohibitively expensive and difficult to maintain. Through our experience, we recognise this as one of the common barriers in building future proof phone self-service solutions. As a result, SpeechStorm provides an easy to use web-based management console to administer Identification & Verification, the IVVO Control Centre which gives you powerful system management, administration and reporting capabilities.

SpeechStorm speech applications are developed using open-standards Voice XML, an industry endorsed standard that leverages your existing web infrastructure. The IVVO Platform provides an underlying secure framework that supports all SpeechStorm products and applications, allowing a unique web-based management console to be tightly integrated to our market-leading solutions.



Deployment Options:

Identification & Verification is a speech recognition application within the IVVO Speech Suite. All of our applications are available either as On premise or Hosted. Hosted includes capabilities for a fully managed service, transactional capacity or minute based pricing models.

About SpeechStorm:

SpeechStorm specialises in self-service solutions that manage customer interactions over the phone. The SpeechStorm portfolio provides a combination of best-fit solutions that give customers the service they want; whether touch tone, SMS, video or voice. SpeechStorm transforms the simple phone into a rich interactive tool for accessing content, finding information and interacting with an organisation to fulfil customer requests and optimise customer care goals.

Potential Uses

Identify customers in the following sectors:

- Banking/Insurance
- Retail
- Public Sector
- Telcos
- Travel
- Utilities

Demo

Visit our website and click on [Demos and Downloads](#)

Other Products You Might Be Interested In:

- 100% Self-Service Applications
- Outbound Speech Applications
- Video IVR
- Voice Biometrics