Voice Biometrics for Helpdesk Needs

Isn't it time you offered your customers an 'Effortless Authentication Experience'? Voice authentication also helps in achieving Emotional and Intellectual Connection with Customers, instead of pressurizing them with passwords, PINs and security questions.

To make this possible, companies are tuning to Voice Biometrics-based solutions.

Voice authentication provides an additional layer of security for logging into web, desktop and mobile applications. It overcomes the weakness associated with passwords and saves customers the hassle of typing long passwords and multiple security questions into their device(s).

All implementations for human authentication rely on at least one of the following:

- Something you know (e.g. a password)
- Something you have (e.g. your phone)
- Something you are (e.g. your fingerprint)

Voice biometrics lets you answer all these three questions and authenticate with just your VOICE.

Helpdesks are becoming one of the first adopters of voice authentication technologies across the world and often see an ROI in less than a year.

IT Helpdesk Applications that effectively uses Voice Biometrics:

- **BYOD**
  - IT Helpdesk Identity Verification
  - Remote Employee Validation
- **Voice Login**
- **Mobile App Authentication**
- **Password Reset**

Securing your Mobile Workforce in the age of BYOD

The ideal option to ensure BYOD safety and protecting information would be using multilevel security elements, - including a combination of Voice Authentication, Passwords and Security questions.

- As an IT executive, securing proprietary information on mobile devices and successfully running BYOD programs are major concerns

- 73% of federal IT executives claim that security is the greatest obstacle to utilizing mobility. Company information needs to be distributed safely to remote end-user mobile devices without spoiling user's mobile experience.

- Voice authentication solutions helps in ensuring that only authorized users access sensitive company data stored in the cloud and from remote locations

Voice Login:

Business applications can be protected by an additional layer of security that uses a person's voice to verify and secure their accounts.

- Voice authenticated logins help in preventing unauthorized account logins thereby preventing data breaches and delivering a unique customer experience.

- It is a secure, yet convenient way to prevent fraudulent access to Enterprise data and private networks.

Mobile App Authentication

Simple passwords are no longer sufficient to protect Smart devices that are portable and which can easily be lost or stolen. Voice biometrics forms the basis for secure multi-factor authentication for any application on any device.

Sensiple VB-based Password Reset Solution

Sensiple Password Reset Solution helps employees to independently reset their forgotten passwords within seconds 24x7x365 - whether in the office or any other remote location.

- IT helpdesks use voice authentication to automate employee and customer password resets which comprise up to 30% of support ticket volume. This provides significant cost savings considering each manual reset averages $5-$15.

- Our Voice Password Reset solution helps in minimizing helpdesk costs, reducing downtime while complying with IT security guidelines.

- The system authenticates the users from their stored Voiceprint, resets their old password and reads out the new password.

- Voice based Password Reset solution helps in achieving rapid ROI by reducing password reset related helpdesk calls up to 80%.

Sensiple Solutions

Financial Institutions
- Password Reset
- Phone Banking Authentication
- Securing mobile wallet
- Securing Internal records to safeguard against data breach

Health Care
- Contact Center Security
- Securing Access to Electronic Medical Records
- Time and Attendance Tracking
- Voice Signature for Legal verifications

Government
- Monitoring Low-risk offenders
- Surveillance based on Voice Mining
- Immigration Control

Telecommunications
- Password Reset
- Voice Authentication as a Service
- Contact Center Security
- Secure Access to Value-Added Services

Airlines
- Mobile Application Security
- Secure access to Member programs
- Automated self-service check-in and flight boarding solutions

CORPORATE INFORMATION

SENSIPLE is an information technology consulting and business services company. SENSIPLE has presence across three continents - North America, Asia and Europe, working with multiple companies providing industry leading solutions. SENSIPLE caters to all major domains such as Banking, Insurance, Healthcare, Retail, CPG, Logistics, Telecom, Media and Entertainment, Government, Education, Manufacturing and Automobile. SENSIPLE has a state of art development center in India which can accommodate up to 2000 people. Since its inception in 1999 SENSIPLE has grown organically to 400+ people with a list of illustrious customers. SENSIPLE is also an ISO 9001:2008 quality certified organization. SENSIPLE caters to its customers through its business service lines namely Customer Experience, Digital Enterprise, Testing, Enterprise Application, and Infrastructure. SENSIPLE provides futuristic, customer centric solutions to businesses using a blend of domain expertise, technology competency and our partnerships with platform owners. Please visit www.sensiple.com to know more about SENSIPLE and its capabilities.