

Leave impersonators,
fraudsters and identity
thieves speechless.

FreeSpeech™ 6.0

Manage risk and ensure regulatory compliance with text-independent speaker verification that is secure, transparent and cost effective.

Escalating incidents of identity theft, fraud and social engineering attacks continue to compromise existing data security measures. Traditional single-factor authentication approaches including passwords and challenge questions no longer provide the necessary safeguards for secure remote services. Biometric speaker verification technology uses the power of voice to provide the critical component in an effective multi-factor authentication solution.

FreeSpeech is a unique text-independent biometric speaker verification system that transparently verifies the identity of a speaker during the course of natural conversation. Totally content, language and accent independent, FreeSpeech transparently retrieves the biometric voice characteristics required for verification within seconds, eliminating the need for cumbersome authentication questions.

FreeSpeech is the most comprehensive natural-language biometric speaker verification system available today, providing secure access and enabling contact centers to effectively manage the risks involved with remote transactions. FreeSpeech has been successfully deployed in leading financial institutions worldwide.

Features

- Seamless integration with leading CTI and CRM systems
- Convenient and non-intrusive (no authentication questions required)
- Content, language and accent independent

- Fraud detection (blacklist/watch-list checks)
- Multi-factor speaker verification in real time
- Transparent transaction security
- TDM and VoIP audio acquisition

Benefits

- Compliance with FFIEC two-factor authentication guidelines
- Enhanced customer experience
- Reduced call duration and improved efficiency in contact centers
- Elimination of need for authentication questions

Applications

- Secure contact center access
- Secure private banking/customer-branch communication
- Blacklist check

Markets

- Financial Services
- Healthcare

GLOBAL SUPPORT

PerSay maintains an extensive network of partners and system integrators, including IBM and British Telecom. The company has over 60 installations worldwide and provides local support in more than 20 countries, including the U.S., Canada, Spain, Sweden, Turkey, China, Korea, South Africa, Brazil, Colombia and Australia.

How It Works

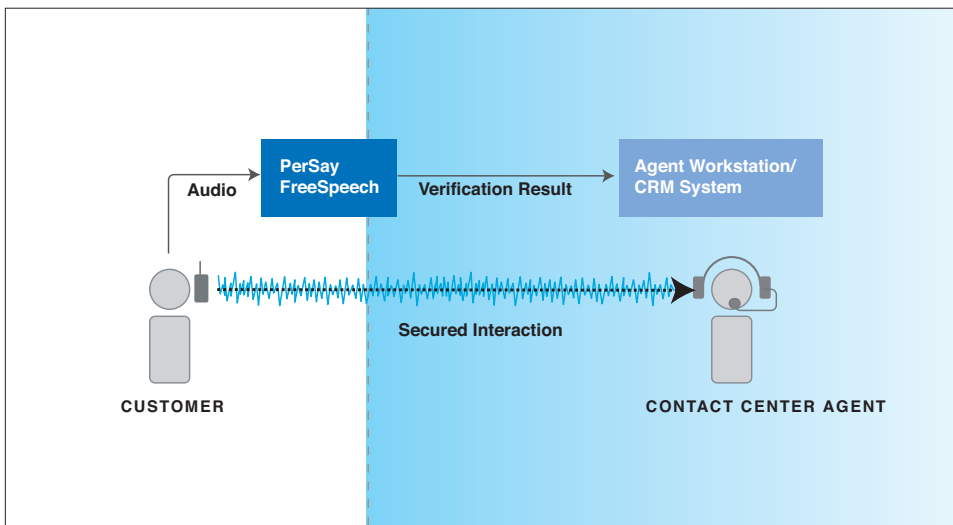
Once a speaker (customer) is transferred to a contact center agent and starts to speak, PerSay FreeSpeech listens in to the conversation and retrieves the speaker's audio for processing. The acquired audio is compared to the speaker's voiceprint stored in the system, and a verification result is generated within seconds. The verification result is then transferred to the agent workstation or CRM system. As the conversation proceeds and more audio is acquired, further verification results can be generated.

Enrollment

Enrollment is performed while the user is engaged in a normal conversation with a contact center agent. The system records the first one or two conversations with the user, extracts the voice features that are unique to the specific person, automatically creates a voiceprint, and stores it in a secure directory.

Verification

Verification is performed in real time in the background of a natural conversation. Captured samples are compared to the speaker's stored voiceprint; a verification score and decision are available within 5-10 seconds.



About PerSay

PerSay Ltd. (www.persay.com) is a leading provider of advanced biometric speaker verification products. PerSay's technology relies on the biometric power of voice to verify a speaker's identity. PerSay's products have been deployed by leading financial services, telecom operators, healthcare providers, enterprises and law enforcement agencies worldwide. PerSay is a spin-off of Verint Systems Inc., with offices in Tel Aviv and New York, and a network of partners and system integrators worldwide.