Leading Contact Center (CCaaS) Solution Provider

Visionary and Leading CCaaS provider selected ValidSoft to provide white-labeled voice-biometric solution

Challenge

Add Increased Levels of Flexibility and Security in Call flow for their Customers: The company is a cloud-based contact center supplier; the call flow is developed primarily graphically using a series of functional blocks that can be built together to form logical and functional streams handling callers as required by the end client. The company wanted a secure and flexible solution compatible with their functional blocks that a client could easily deploy in their call flow.

Solution

ValidSoft partnered with the company, to integrate the VoiceID functionality into a usable and user-friendly set of functional blocks. The company integrated both fixed phrase and passive (conversational) biometrics to give their clients a choice to use either or both solutions in their call flows.

Results

Many of the company's clients have successfully used the ValidSoft voice biometric technology in their call flows. We have heard good reviews and feedback of ValidSoft's accuracy, and speed of caller authentication.

Two clients have recently added the ValidSoft option to existing call flows; one is a UK-based insurance broker focused on eradicating duplicate insurance agent accounts, and the other is a US bank interested in the classic voice biometric advantages of quicker authentication done more securely. The architecture of the solution and the zero PS deployment approach ensures that the company can deliver this innovative authentication solution at any customer size.

Customer

Privately held, 5K+

employees

Region: North America