

SESTEK

Conversational Automation Company

KNOVVU BIOMETRICS

DATASHEET



Know Your Customers in Seconds.

Monitoring more than 100 unique parameters of the voice, Knowvu Biometrics can authenticate callers within seconds. Being a language, accent, or content independent, it provides a seamless experience in real-time. With the blacklist identification feature, the solution crosschecks caller voiceprint with the blacklist database and enriches security measures against fraud.

DIFFERENTIATORS

1. Higher Performance

Knowvu Biometrics provide >95% faster speaker identification in large datasets.

2. Better Accuracy

Proven >98% accuracy rate in both speaker identification and verification.

3. Fast Processing

Authentication durations are reduced to 3 seconds with no passphrase required.

4. Increased Security

Knowvu Biometrics present an improved synthetic voice detection.

5. Noisy? No Problem

State-of-the-art noise and background speech elimination for noisy environments.

BENEFITS



IMPROVE EXPERIENCE

Language, accent, or content independent solution provides a seamless experience for customers, and agents.



INCREASE SECURITY

With features like playback manipulation, synthetic voice detection and voice change detection, the solution presents effective fraud protection.



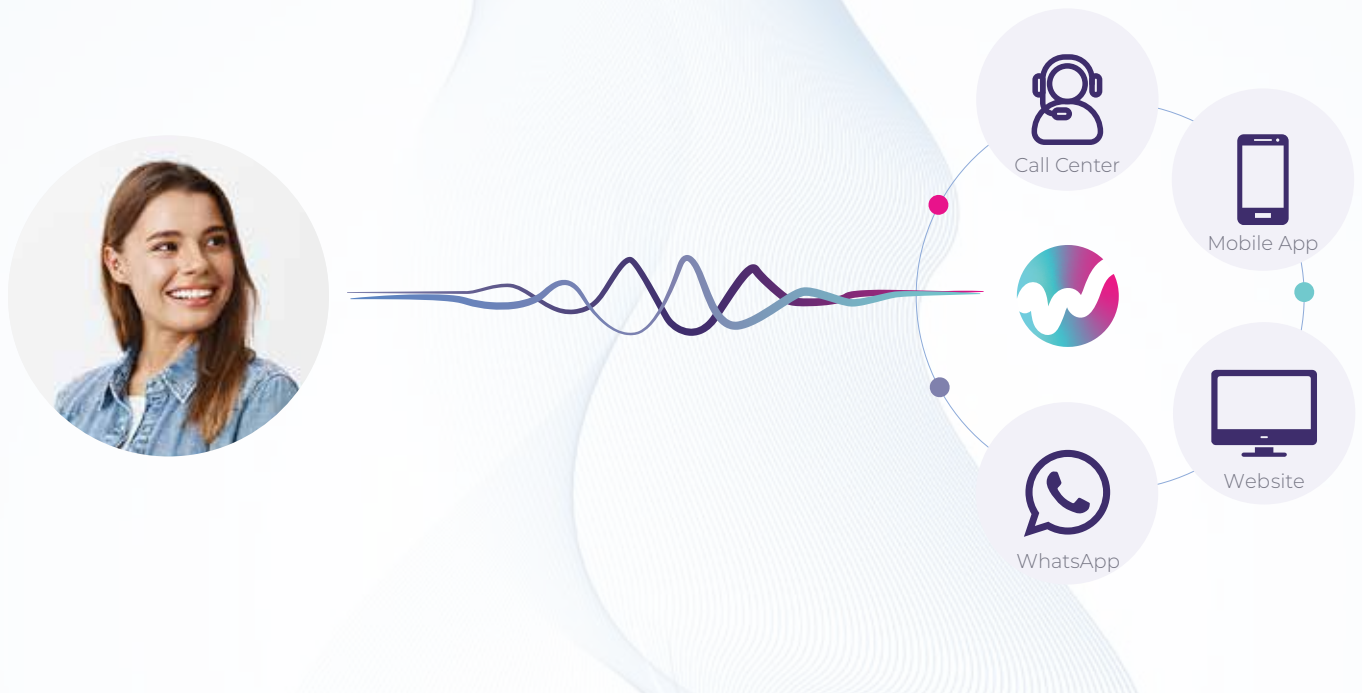
DECREASE CALL DURATION

Knowvu Biometrics decrease duration of calls requiring customer authentication by average of 30 seconds.



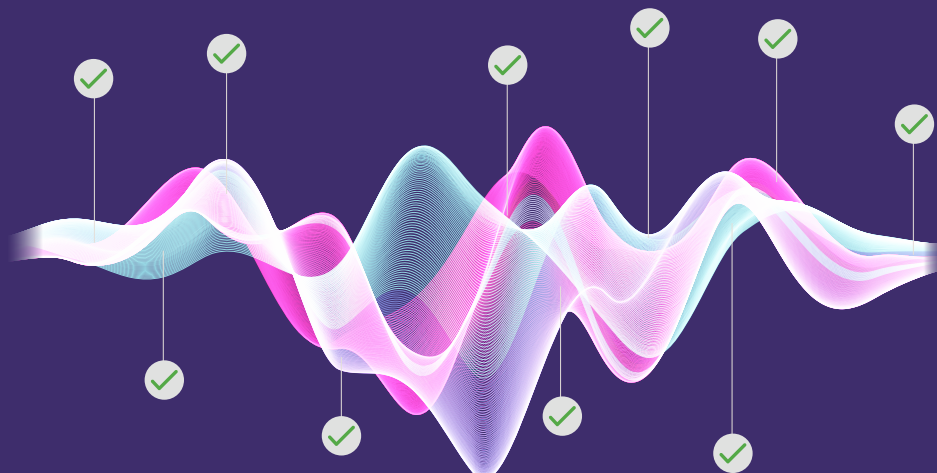
Single Solution, Multichannel.

Knowvu Biometrics can authenticate customers within any conversational channel, not only while talking to live agents.



Seamless Authentication

Knowvu Biometrics provide real-time authentication during customer engagements that is language, accent, and content independent. Using more than 100 unique voice parameters and a state-of-the-art DNN model, the technology securely authorizes customers within seconds.



FEATURES



1. Multi-tenancy

A single cloud installation that supports multiple isolated tenants with separate storage.

2. Cloud Ready

Containerized, runs on Linux containers and supports cloud storage with AWS S3, MinIO.



3. Easy Integration

Supports OpenAPI standard that allows convenient API integrations.

4. No Passphrase Required

Supports passive (no passphrase) real-time voice biometrics which can be integrated with Avaya, Genesys, Cisco, Alcatel, ININ.



Return on Investment

Cost of Call*

Average Call Duration : **6 minutes**

Average Cost of Call : **6 USD**

Average Cost of 1-minute call : **1 USD**

*US Contact Center Decision-Makers Guide 2023

Saving by Voice Biometrics

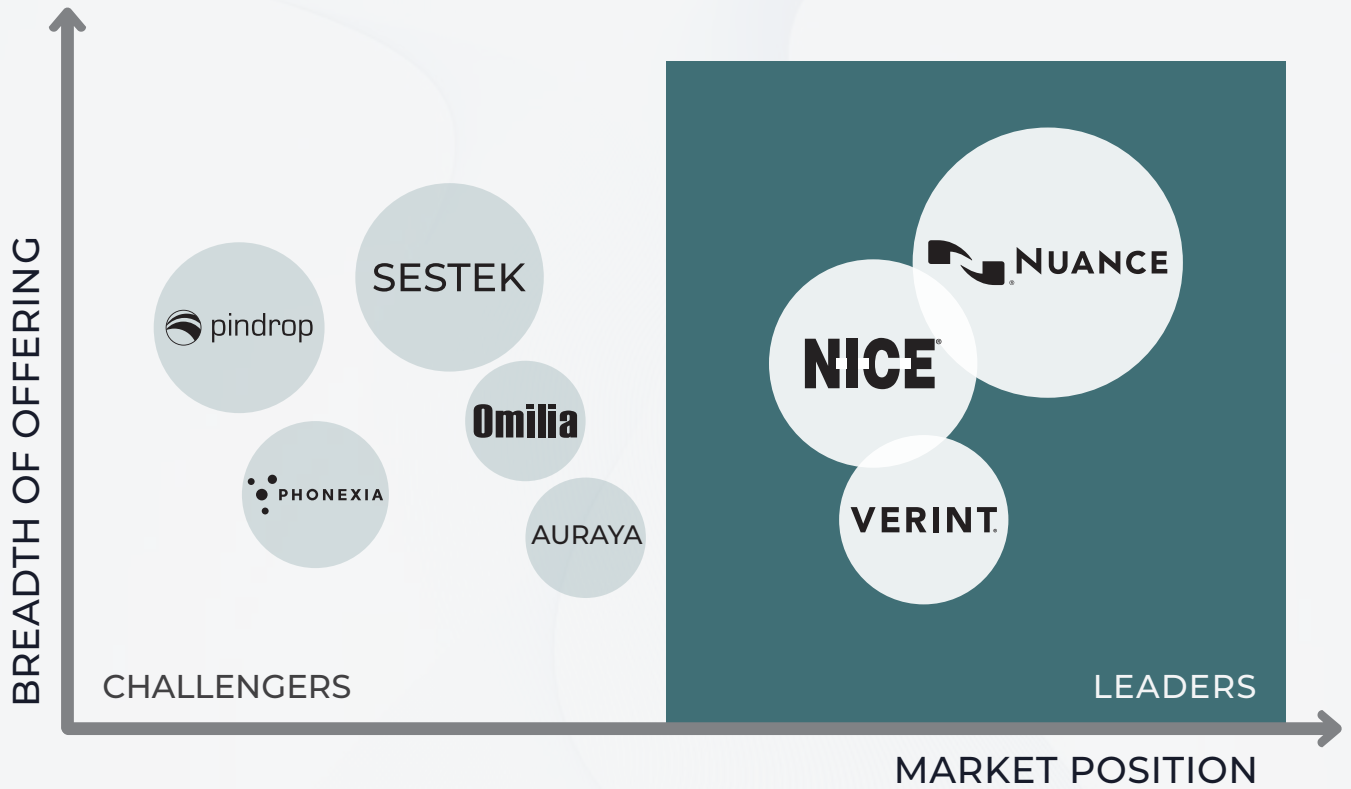
Decrease in Call Duration : **20 seconds**

Saving per Call : **0.33 USD**

Monthly saving for 100K Calls : **100K x 0.33 USD = 33K USD**

Annual Saving with Voice Biometrics : 12-month x 33K USD ≈ 400K USD

opusresearch Biometrics Product Comparison



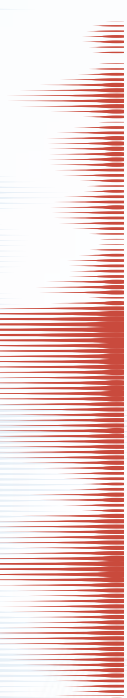
SESTEK's Key Differentiators by OPUS

- 1 Higher accuracy with less voice data
- 2 Flexibility for unique business flows and platforms
- 3 Continuous voice print adaptation
- 4 Single voiceprints for multiple channels



Protect Your Customers with Voice Biometrics

Customers who enroll in the solution have additional layer of security against fraudsters, like their personal firewall.



Synthetic speech detection is designed to identify synthetic voices generated by AI technology. This feature is crucial in preventing fraudsters using cloned voices to access sensitive information.

The technology protects from system-wide attacks with **brute force attack detection feature** (simultaneous attacks on multiple accounts).

With the **blacklist identification feature**, Knowvu Voice Biometrics can check for known fraudsters.

The solution uses **voice change detection** to identify whether a user’s voice has changed during the enrollment process.

Voice Biometrics for Agent Authentication

Within premises, username and password login might be a sufficient process. But for agents working from home, access to sensitive customer information needs to be secured with even higher levels of assurance. Contact centers can use voice biometrics technology to verify agent identity as part of their multi-factor user authentication.





ING Decreases Call Durations by Voice Biometrics

“Using Voice Biometrics, we achieved to shorten the duration of customer calls by 19 seconds.”

— VP of Customer Service , ING

THE CUSTOMER

ING, one of the largest financial institutions globally, was targeting to increase efficiency at its call center with more than 200 agents in Turkey.

THE CHALLENGE

ING aimed to simplify the authorization process for its customers calling the contact center for financial transactions.

THE SOLUTION

Using Knowvu Biometrics, ING automated the customer authentication process and improved agent and customer experience simultaneously.



↓ 19

Seconds decrease in call durations

> 100

Parameters monitored for secure authorization



Significant improvements in customer and agent experiences


SESTEK

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SESTEK is a conversational automation company helping organizations with conversational solutions to be data-driven, increase efficiency and deliver better experiences for their customers. Sestek's AI-powered solutions are built on text-to-speech, speech recognition, natural language processing and voice biometrics technologies.

SESTEK is a part of UNIFONIC

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