The latest Spitch solution makes it possible to identify a caller in real time and then run a continuous verification of identity throughout the telephone conversation. It works both for conversations with a call centre agent and for automatically processed calls in combination with a voice-navigated IVR and self-services.

In the past, it was not possible for many vendors to offer in-call customer identification with their standard solutions because of a latency issue that inevitably appeared on large populations of voiceprints. Modern Spitch identification technologies are making it possible now.

How does Speaker Identification work?
Identification means understanding who is calling or speaking. Verification is getting the proof that the speaker is indeed who she/he claims to be.

Technically speaking, verification is a 1:1 match, where one speaker’s voice is compared with one template (called ‘voiceprint’), whereas speaker identification is a 1:N match, where the voice is compared with many or all voiceprints stored in a database.

Speaker identification systems can be implemented to identify callers or speakers in a conversation, check if a user is already enrolled in a system, trigger automated processes and customer profiling based on ID recognition, for example – system-driven security checks, and for many other business purposes.

Hybrid Speaker Identification utilizes ASR that picks up the introduction, as a first step. The system will then extract the caller’s name and surname from speech during the introduction, as a first step. The system will then extract a short list of customers whose names are the same or sound similar to the caller’s name. The next step is running a biometric identification on this short list - all in real time. The final step is using continuous verification, ensuring the highest accuracy, reliability, and security.

Advantages of Biometric Identification

Moving from simple technical verification case to call centre optimization with significant business potential

Made feasible by cutting-edge Spitch technologies

A successful combination of these biometric technologies, precisely tailored to needs and business processes, contributes to a value proposition that is unique on the market:

1. Reducing call handling time by up to 30%;
2. Fully automating the processing of more than 80% of standard customer calls 24/7;
3. Improving customer experience by offering a smoother and safer path to fulfillment.

Implementing biometric verification will help reduce costs up to 15%. However, cost-saving effect will dramatically increase up to 30% of the call duration can be reduced using voice biometrics.

Customer feedback analysis

According to our recent survey of more than 100 banking executives during the British Banking Association (BBA) webinar, held by Spitch on 24 January 2017, 54.1% of bankers believe that implementing a combination of speaker identification, verification, and call answering automation should be prioritized over the acquisition of each of them separately to decrease costs and improve client satisfaction.

Raising quality and precision

Accuracy is important
The Spitch voice biometrics engine analyses the individual pronunciation of phonemes, which allows us to fine-tune models for different languages and dialects. This approach helps us ensure that the output accuracy is more than 15% higher compared to other language-independent verification solutions, which are based on generic biometric properties of a person’s voice.

FAR | FRR | TIME tailored to needs

Prioritizing security
Delivering a very good (minimal) FAR can be achieved by handling higher FRR. Maintaining the highest security level also means more time (~10 sec.) will be required for the verification process.

Balanced FAR and FRR
A perfect trade-off between a good (very low) FAR and low FRR will deliver a high security and customer experience levels, with the same or slightly longer duration of the verification process (~10 sec.)

Time is critical
The verification process can be very fast, if time is the most important factor, but it will worsen FAR and FRR performance.

Spitch provides consulting services to determine the optimal solution parameters in line with customer needs, as well as specific tools for the dynamic management of these settings.

Customer Satisfaction

Additional layer of security

Call answering automation can be activated when switching to human voice or the caller is already in the system.

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Automated Biometric Speaker Identification can be used to understand who is calling without involving an agent at all, or to ensure that the right client entry pops up at the agent’s screen, even for calls where caller’s number was not recognized. Furthermore, the accuracy of identification is already getting close to that of verification.

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Advantages of Biometric Identification

Business value of combining biometric identification with other speech technologies

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