

Verification On-the-Go

Effortless Voice Verification with Verification On-the-Go

Sestek Verification On-the-Go is a unique voice biometrics solution that authenticates users automatically as they speak. This enhances both security and convenience—something customers and businesses will love.

Recognize your customers without interrogation

Sestek Verification On-the-Go makes authentication easy: customers merely speak in their own words. They aren't made to feel interrogated and don't need to speak a specific passphrase. This way, users authenticate without even realizing as soon as they begin talking.

A surprisingly simple enrollment process

Users don't have to hand over data or information about themselves to enroll in Sestek Verification On-the-Go. They only speak aloud for a sufficient number of seconds. This creates a voiceprint which will authenticate the user automatically during the next call. It's an ideal and effective identity verification method for call centers.

High-security and high-tech

Sestek Verification On-the-Go uses voice biometrics. Voice is a unique human trait, just like a fingerprint. This makes voice a powerful authentication metric that customers don't have to go through the trouble of remembering. Passwords and PINs, the two most common verification methods, aren't the most secure. They're easy to compromise and crack. Even security questions are easy for fraudsters to bypass with the level of info publicly available online. With voice biometrics, you can keep your customers' data secure with ease.

Increase customer satisfaction at a fraction of the cost

Sestek Verification On-the-Go cuts down on handling times. Customers will no longer have to take time inputting a PIN or password. In addition, the need for security questions—the most time-consuming part of the verification process—is eliminated. This in turn decreases operational costs and boosts customer satisfaction.

FACTS TO KNOW

- 64% of Americans have experienced a major data breach. [\[according to pewinternet.org\]](#)
- The cost of data breaches has increased 29% since 2013, now estimated at \$4 million. [\[according to ibm.com\]](#)
- Biometric authentication can save large call centers thousands of dollars per year.

Verification On-the-Go Key Features

Passive Authentication

Most security solutions prompt the user to answer questions or provide input. This interrupts the flow of conversation and wastes time. With passive authentication, Sestek Verification On-the-Go verifies a user's identity as they speak with a contact center agent without interruption. This means users authenticate just by speaking as soon as the conversation begins. Passwords, PINs or security questions aren't required, allowing for seamless authentication.

Effective Fraud Prevention

You might feel like using Sestek Verification On-the-Go is too easy to believe. But the technology isn't fooled by fraudsters—even if a human would be tricked by the attempt. Verification On-the-Go offers playback manipulation detection. This means it knows whether the user is speaking or playing back a captured voice sample. The technology uses synthetic voice detection to tell when a recorded voice sample has been modified. With brute force attack detection, the technology even protects from system-wide attacks. With a biometric blacklist identification feature, Verification On-the-Go can even check for known fraudsters. Finally, the system uses voice change detection to identify whether a user's voice has changed during the enrollment process. This doesn't always indicate fraud but can protect from fraud attempts and maintain the integrity of the user's voiceprint.

Language and Accent Independency

Our technology verifies a user's voice without the constraint of language, accent or speech content. This means the technology is accessible to users all over the world. It's flexible for organizations and users alike. Organizations will enjoy easy implementation into existing call center platforms. Meanwhile, customers will enjoy using such an intuitive system that recognizes them no matter their language or accent.

Automatic Background Noise Level Detection

We've all made a call where it's hard to hear the person on the other line. There might be wind, background noise or a weak signal making it difficult to hear. Sestek Verification On-the-Go detects background noise levels during a call. This ensures accuracy and security for users in noisy environments.

Adaptation Feature

Each time users authenticate with Sestek Verification On-the-Go, the technology retrains their voiceprint. This means the system is always adapting to the user's voice, ensuring accuracy even if the voice changes subtly over time.

Flexible Structure

Thanks to a highly customizable service API, Sestek Verification On-the-Go easily integrates into a variety of systems. This way, you can set up a fast, easy and powerful security solution within your existing platforms and technologies.

Reporting Tool

Security teams need to know how the identity verification process is working for users. With Sestek Verification On-the-Go, your teams receive in-depth reporting on user authentication. Our reporting tool integrates with LDAP to provide easy login and authorization.

OTHER VOICE BIOMETRICS SOLUTIONS

- Vocal Passphrase
- Blacklist Identification
- Forensic Voice Analysis
- Speech-Enabled Password Reset

About Sestek

Sestek has been a global provider of speech-enabled smart technologies since 2000. The company draws its strength from its patented technologies, pioneering role in the collaboration between academia and industry, and growing clientele from various areas of business. The performance and stability of Sestek's technologies and its flexibility in tailoring solutions to customers' needs provide this fast-growing company with a unique advantage over its competitors. Sestek's state-of-the-art products include Speech Analytics, Voice Biometrics, Text-to-Speech, Natural Dialog, Virtual Assistant, and Chatbot.