Vocal Passphrase

Fast and secure Voice Authentication with
Vocal Passphrase

Just like saying "Abracadabra" keeping your account secure using only a spoken passphrase is like magic. Who thought such an easy verification method would also be more secure?

Secure Biometric Authentication
Traditional verification methods aren't the most effective, and data breaches are common. Hackers can easily steal user passwords and fraudsters are good at solving security questions. Businesses and IT professionals therefore recommend that users update their passwords. Unfortunately, they seldom do. While traditional methods fail to keep data secure, biometrics use physiological characteristics that are impossible to steal or compromise. Like fingerprints, voice is among the many unique characteristics used for biometric authentication. Unlike a password, a voice can't be forgotten, lost or stolen. By allowing users to authenticate via spoken passphrase, Sestek Vocal Passphrase increases security. It also makes it easier for users to verify themselves.

Enhanced Customer Experience
Customers hate having to set, remember and periodically replace passwords or PIN numbers. Verification questions only add to the time and effort spent on authentication. But Sestek Vocal Passphrase allows users to authenticate by speaking a passphrase. Sestek Vocal Passphrase is just a two-step process. First, users enroll by making a voiceprint, which involves repeating a passphrase. Second, they simply speak the phrase for authentication, and that's it. This allows for fast and effortless identification.

Added Efficiency for Your Users and Your Business
By reducing the number of security steps in verification, Sestek Vocal Passphrase helps your business save on costs. It further saves time for contact center agents, who won't have to authorize customers via time-consuming security questions.

FACTS TO KNOW

- 65% of professionals say phishing is the biggest security threat to their organization. [according to UBM 2016 Cyber Security Trend Report]
- Over a third of companies are victims of targeted cyberattacks including phishing and malware. [according to PwC]
- 87% of CIOs say their security controls fail to actually protect their business. [according to VansonBourne]

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Vocal Passphrase Key Features

Effective Tools Against Fraud

Sestek Vocal Passphrase provides effective fraud prevention with playback manipulation detection. The technology detects the playback of the captured voice. It also identifies cases in which fraudsters modify a recorded voice sample via synthetic voice detection. Voice change detection detects when the end user's voice changes during the enrollment process. This both prevents certain cases of fraud and ensures the integrity of the created voiceprint. We also provide protection against system-wide attacks with brute force attack detection. The system checks for known fraudsters by employing biometric blacklist identification during all operations.

Multi-Factor Security

Sestek Vocal Passphrase is more secure than traditional verification methods. To ensure higher security, you can combine it into multi-factor security methods. For example, you might pair Sestek Vocal Passphrase with Sestek Speech Recognition. This acquires personal information from the user with speech recognition technology and creates a second-factor security method for identity verification.

Language and Accent Independency

Sestek Vocal Passphrase verifies a user's identity without the constraint of any language, accent or speech content. This provides a flexibility for organizations and practical use for customers. While businesses can easily implement the technology into any call center platform; customers enjoy smooth authentication without any interruption.

Adaptation Feature

Our adaptation feature keeps voiceprints up-to-date by constantly retraining each time the end user uses the system. This ensures accuracy even if the voice changes subtly over time.

Flexible Structure

Thanks to a highly customizable service API, Sestek Vocal Passphrase 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.

Multiple Channel Support

We know that businesses take a multi-channel approach to their operations. We're no different. Our customers must enhance security and customer experience across all their channels. Sestek Vocal Passphrase supports this, offering solutions for IVR, mobile and the web. Sestek Vocal Passphrase is the perfect solution for:

• authenticating IVR
• smartphone app accounts
• web transactions
• outbound calls
• password/PIN resets
• or more!

Automatic Background Noise Level Detection

Background noise can make it difficult to hear a voice or phrase. So, our technology automatically detects background noise levels. Sestek Vocal Passphrase rejects the enrollment when it detects a problematic sample. This ensures accuracy and security for users in noisy environments.

Speech Content Validity Check

Speech Content Validity Check rejects any phrase that doesn't match the predefined general passphrase sentence. This can improve the quality of comparisons by eliminating invalid input audio data.

Reporting Tool

Sestek Vocal Passphrase provides an in-depth reporting feature. Call center security teams can reach the reporting tool easily to get detailed reports about the identity verification processes. Our reporting tool integrates with LDAP to provide easy login and authorization.

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