

## VOCAL PASSPHRASE CASE STUDY

# DENIZBANK PRESENTS FASTER AND SAFER AUTHENTICATION FOR CUSTOMERS

## THE CUSTOMER

Denizbank Financial Services Group is one of the Top 10 financial institutions in Turkey and serves more than 13 million customers. The bank was looking for solutions to quickly authenticate customers at contact center but was concerned about fraud incidents to increase.

## THE PROBLEM

DenizBank's call center verifies customers via manual agent-assisted procedures. Banking transactions include personal data and detailed security procedures needed to be applied. Overall identity verification processes of Denizbank causes longer call duration, increased operational costs and customer dissatisfaction.

## THE SOLUTION

Using Vocal Passphrase, customers can complete banking transactions by using their voice, securely and without losing time.



**Faster  
Authentication**

# The Results

**FASTER**  
AUTHENTICATION  
PROCESS

**SHORTER**  
CALL DURATION

**IMPROVED**  
CUSTOMER  
EXPERIENCE AT  
CALL CENTER



Denizbank Financial Services Group is one of the Top 10 financial institutions in Turkey. Owned by the Emirates NBD Bank, Denizbank serves more than 13 million customers with 750 branches in Turkey.

## ABOUT VOCAL PASSPHRASE

Vocal Passphrase is a biometric speaker authentication system. It has a language and accent independent structure. It verifies the speaker's identity by unique features of voice that can not be copied. So it provides maximum protection against fraud and identity theft. While answering to security needs by delivering high-level security measures, this technology helps reducing call center costs by shortening call durations.



Sestek is a global technology company helping brands with conversational AI and Analytics solutions, to be data-driven, work efficiently and deliver better experiences for their customers. Sestek's AI-powered solutions depend on text-to-speech, speech recognition, natural language processing and voice biometrics technologies.