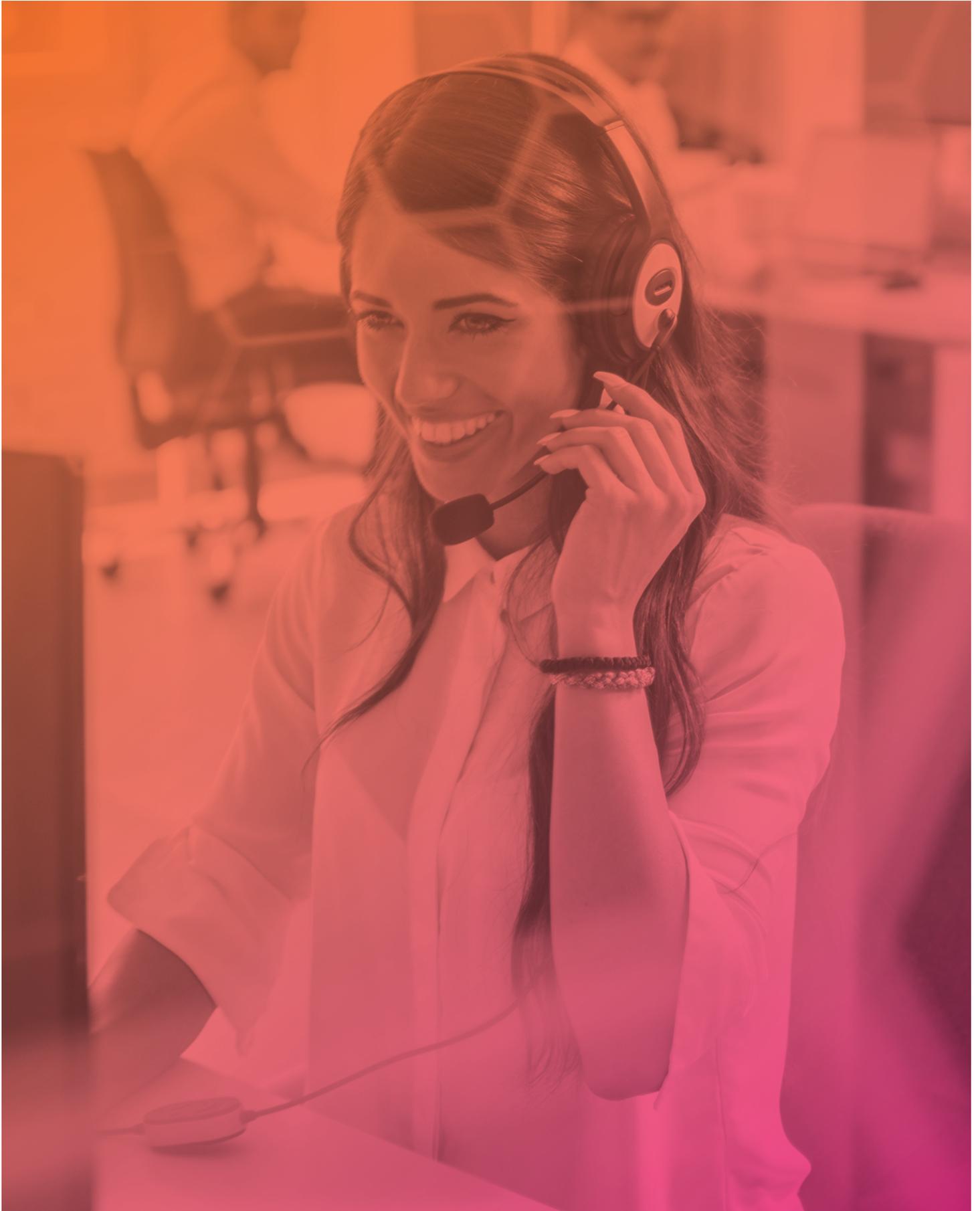


# U-Trust





# U-Trust – Frictionless, Ongoing Agent Verification

Drive frictionless, ongoing agent verification for both your in-house and remote contact center agents. Leverage voice biometrics-based solution to automatically authenticate the agent in a way that is secure with your own voice infrastructure and does not store any voice. Frequently verify agent during customer conversations, and alert supervisor in real-time in the event of a failed verification.

## Features



### Voiceprint / Voice Biometrics

Voiceprint or voice biometrics-based solution that maps agent's unique characteristics for a match. Voiceprints are digitally signed and stored in a proprietary format for enhanced security. Voiceprints are also a language independent solution.



### 1-minute One Time Frictionless Enrollment and Ongoing Verification

Seamlessly enroll voiceprint by recording samples of voice. Supports passive verification i.e. doesn't require a specific sentence to enroll or authenticate. Extract features to create a unique voiceprint after sufficient audio is collected. Compare voiceprint with the recorded sample to verify agent's voice at the start of the call and during the entire agent shift.



### Accuracy and Ease of Maintenance

High accuracy verification and easy calibration with minimal amount of data.



### On-Premise and Cloud-Based

Offer choice of solution deployment based on the current environment of the contact center. Can be deployed on-premise or on the cloud.



### Real-Time Supervisor Alerts

Agent voice is matched with the voiceprint stored at the time of enrollment. In the event of a mismatch at any point during a call, supervisors are alerted in real-time. Supervisors also have the option to see reports with verification events.



## Business Benefits

### **Enhance Customer Trust**

Authenticate agents and enhance trust with customers. Improve compliance and fraud prevention with enhanced security, for both in-house and work-from-home (WFH) agents.

### **Frictionless Experience and No Impact on AHT**

Takes less than a minute to enroll and just a few seconds to verify seamlessly, automatically and continuously during calls with no agent involvement. Alert supervisors in real-time in the event of a failed authentication.

### **Lower Cost of Maintenance**

No additional software needed on agent desktop. No need to maintain any other equipment on agent desktop. Can be deployed on-premise or on the cloud.



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