



Voice Biometrics Leader, VoiceVerified[®], Puts its Trust in Voxeo

Using an individual's voice as his or her *unforgettable password*[™], **VoiceVerified** delivers voice verification technology that helps companies reduce identity fraud and improve customer service.

Voxeo Prophecy IVR Hosting provides VoiceVerified with a fault resilient and scalable IVR platform for the delivery of voice verification services. Once a client's customers are "VoiceVerified" they can access self-service applications without jumping through hoops, disclosing private information or keeping track of hard-to-remember passwords.

"Voxeo shares our vision of making it easier to deliver high-value applications over the phone. As a preferred VoiceVerified platform provider, Voxeo offers a rock-solid, completely standards-based solution that simplifies every step of deployment and integration and enables us to provide a seamless customer experience."

Peter Soufleris
CTO VoiceVerified, Inc.

VoiceVerified Need:

Voice biometrics technology brings heightened privacy and greater convenience to telephone transactions that involve personal and financial information. As a leader in the space, VoiceVerified was committed to selecting the right partner to host its automated voice authentication services. In addition to choosing a standards-based platform with proven reliability and performance, the VoiceVerified team required a solution that would scale quickly to support a growing list of enterprise customers who prefer the convenience of outsourcing the interface rather than embedding it into their existing IVR.

Voxeo Solution:

Voxeo Prophecy IVR Hosting met VoiceVerified's requirements with a 100% VoiceXML standards-compliant IVR platform for both inbound and outbound speech-driven authentication. The straightforward solution enables VoiceVerified to take advantage of a fully redundant delivery network without straining resources or draining capital. Voxeo provides:

- A 24x7 network with three load-balanced data centers in North America with the industry's first and only 100% Uptime Guarantee
- Cost effective scaling as new customers come on board and overflow capacity for bursts in call traffic
- The convenience of development using Voxeo's freely downloadable software as well as the free hosting development environment

The Results:

Voxeo's IVR hosting makes it easy and affordable for VoiceVerified to build and deliver voice verification services with mission critical reliability. VoiceVerified is delighted with the flexibility of the Voxeo solution and the resilience of its multi-site hosting architecture. The partnership is also opening the door for Voxeo customers to enhance their applications with voice biometrics.