SPITCH

Voice Biometrics

Better Customer Experience
by eliminating tedious security questions

Increased Cost Savings
by reducing average handling time for identification and verification

Greater Security
by automating security monitoring, reporting and fraud prevention

Smooth Deployments
in the cloud or on-premises in your own data center

VOICEPRINT CREATION:

Just 40-60 seconds
of free speech to create a new voiceprint.

Passive / Hybrid
for live interactions with agents and Virtual Assistants.

Increased security
by using free speech instead of set phrases or passwords, which can be compromised by replay of phishing attacks.

UNIQUE BUSINESS BENEFITS:

Authentication Speed:
approximately 10 seconds of free speech.

Use Case Range:
speaker identification, verification and continuous authentication.

Sophisticated Voiceprint:
over 500 unique features encoded and validated in real-time.

Mathematical Hash:
untraceable, irrecoverable, and unspoofable.

Spontaneous Speech:
avoids the common exploitable pitfalls of read speech and passwords.

Customizable Thresholds:
set your preferred False Acceptance Rate (FAR) and False Rejection Rate (FRR) for different scenarios.

VB

Voice Biometrics
for authentication and fraud prevention

Spitch is a global provider of B2B and B2C Conversational AI solutions, founded in Switzerland in 2014, with a strong presence in Europe and North America

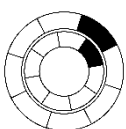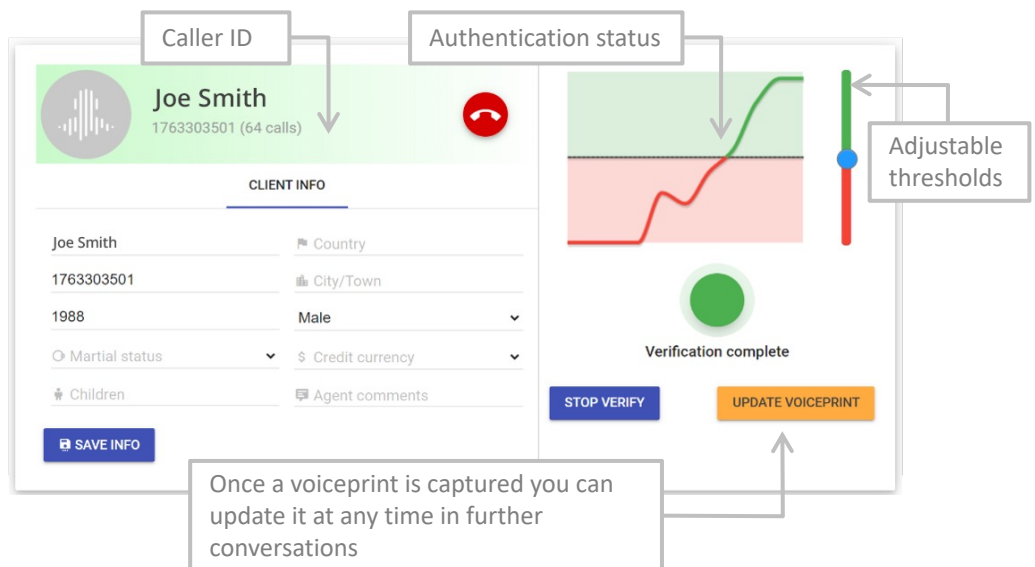|		
Wider range of products for post-authentication sales by agents **+10%** switch agents from routine authorization operations to sales	**Average Handling Time** **−15%** do not waste agent and customer time using knowledge-based verification	**Voice of the Customer (VoC) in terms of the influence of contact center** **+12%** eliminate the most frequent reason for customer dissatisfaction in the calls

Caller ID

Authentication status

Joe Smith
1763303501 (64 calls)

CLIENT INFO

Joe Smith
1763303501
1988

⚑ Country
🏙 City/Town
Male
Credit currency
Agent comments

Martial status
Children

SAVE INFO

Verification complete

STOP VERIFY   UPDATE VOICEPRINT

Adjustable thresholds

Once a voiceprint is captured you can update it at any time in further conversations

Spitch provides a full stack omnichannel conversational AI suite that elevates customer experience and reduces costs.

VA Virtual Assistants
CP Chat Platform
SA Speech Analytics
KB Knowledge Base
VB Voice Biometrics
AA Agent Assistant Suite

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