AURAYA

EVA
FOR CONTACT CENTERS

Product Sheet

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Provides secure and seamless identification and verification capabilities for cloud-based contact center platforms.

Powered by Auraya's ArmorVox engine, EVA is a voice biometric solution for any contact center platform. EVA delivers secure yet convenient identity verification and fraud prevention. EVA provides a frictionless customer experience by removing the need for PINs, passwords, or secret information to prove user identity. EVA enables both active and passive enrolment and verification in the IVR and during agent conversations and an intuitive agent interface. EVA voice intelligence enables personalized self-service as a caller in the IVR can be positively verified and provided a range of self service options and if the caller needs to speak with an agent then the agent can skip manual verification processes and offer friendly and efficient service to a pre-verified caller. EVA can also continue to passively verify callers whilst in conversation improving security and convenience and eliminating the need to do a re-verification if the call needs to be escalated to a different agent.

Outdated security methods such as PINs, passwords and security questions have become insecure and unreliable. Forgetting passwords and security answers or switching applications to access one-time passcodes can result in inefficient and cumbersome customer experience. Time is wasted trying to verify users with insecure methods.

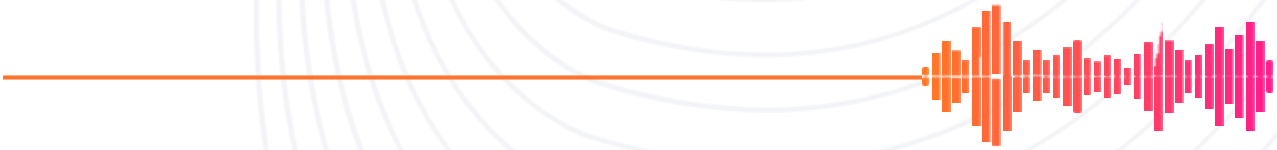
EVA provides a voice biometric capability that works out-of-the-box in any spoken language. In addition to biometrical verification of a caller's voice, EVA uses Caller ID (CLID or ANI) or other device ID services to provide multifactor identity verification.

EVA can deliver advanced capabilities such as real-time fraud detection and digital channel enrolment and verification options that can be turned on and configured using simple to use orchestration tools.

KEY BENEFITS

ENROLMENT

Organisations that have a legacy Nuance voice biometric system can use Auraya's patented technology to bulk import enrolment and verification files to prepopulate EVA so no existing enrolled people need to re-enrol.
People who have not yet been enrolled can enrol their voice print during a customer onboarding process in an app or from a website. Existing customers simply logging on to their account via their mobile app or website can respond to an invitation to complete an enrolment process using the device microphone and following a few simple steps.
Callers that are not yet enrolled who call a contact center can be invited to enrol their voice during the IVR interaction or whilst they are in conversation with an agent. An agent or self service process can be used to verify the identity of the caller and obtain consent to use the voice print for future identity verification processes.
EVA ensures that the enrolment process meets the minimum quality standard for secure and convenient verifications. EVA can be configured to check that the user correctly speaks the correct one time passcode displayed on the users screen. This optional digit check function uses EVA's fused speech recognition function.



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VERIFICATION

In the typical contact centre system an enrolled user is initially identified by the device ID that EVA detects when the call is answered by the IVR. The IVR can ask the caller to say why they are calling. For example “in a few words please tell me how I can direct your call”. The spoken answer to that question can be used to biometrically verify the identity of the caller so personalized self service can be offered to satisfy the caller's reason for calling. For calls that require an agent conversation the caller can be put through to an agent where the agents screen can be pre-populated with the callers account information prior to call being connected and an indicator that the caller has been pre-verified. If an enrolled user calls from a device or from a phone with a blocked CLI’d then the caller can still be voice verified when they are asked to say their phone number. EVA will recognize the spoken number and see if there's a voice print associated with the spoken number and if a voice print is registered then EVA will do a biometric match to verify the caller's identity. Organizations can add additional knowledge based questions if multi-factor verification is needed and the trusted device is not one of the factors provided.

ACTIVE LEARNING

EVA’s active learning capability in the IVR, allows voiceprint enhancement. Active learning is used in both active and passive mode to enhance the performance of the voice print to ensure the most convenient experience for a caller.

WEB-BASED EVA CONSOLE

The agent desktop can be used to display the user’s identity and verification status prior to an agent answering a call. This gives the agent identity verification feedback from the start of the conversation, improving user experience and reducing agent-handling time.

RESPECTS USER CHOICE TO OPT OUT

An agent desktop can be configured to allow customers to opt out of using voice biometrics which is an important legal requirement in some jurisdictions. A user who chooses to opt-out of using voice biometrics is not asked to be enrolled or biometrically verified.

SCALABLE SECURE ARCHITECTURE

EVA handles thousands of concurrent calls and auto-scales to handle tens of thousands of concurrent calls in a highly secure and highly available SaaS service or within a client's own cloud or on premise infrastructure.

SECURE FROM THE GROUND UP

EVA is built from the ground up to be secure. All voice biometric information and personally identifying information is encrypted in transit and at rest. There are multiple layers of security to protect against attempts at altering or stealing system data from both internal admin level people or external hackers.

SUPPORT FOR INTEGRATED REPORTING

EVA can be configured to generate events from any action so all relevant data can be consumed by reporting databases and business intelligence services, providing organizations with the ability to integrate EVA events into their chosen reporting platform for contact center and enterprise reporting.

ARMOVOX CONSOLE

EVA administrators can use the ArmorVox console to securely access detaile biometric performance data and drill down to examine specific enrolment o verification events including listening to audio reviewing scores and examinin metadata associated with the event. The console provides access via a secure, rol based access system with security and compliance at the heart of the console' functionality.

VOICE BIOMETRIC PERFORMANCE

Auraya's voice biometric technology employs advanced AI and Deep Machine Learning algorithms to evaluate the likelihood of a voice sample matching a stored voice print. This assessment is performed through a probabilistic approach. The resulting match likelihood is represented by different score results, allowing client organizations to choose a security threshold that balances their security requirements with user convenience.

It is important to note that there is always a statistical probability of certain outcomes. For instance, there is a chance that a legitimate user may be rejected if their score does not meet the selected security threshold (known as a false reject). Conversely, there is also a statistical probability that an impostor or a synthetic voice may score highly enough to pass the security threshold (known as a false accept).
To mitigate these probabilities, Auraya recommends combining voice biometric security with other factors such as device identification whenever possible. This multi-factor approach helps decrease the likelihood of false acceptances and enhances overall security.

AGENT INTERFACE

EVA in standard mode is configured to use the standard EVA control panel to provide EVA's authentication status indicators and controls for the agent. EVA can be customized to display details and controls on any agent desktop.

VOICEPRINT DATABASE

The system is configured by default to keep all voiceprints in a separate DynamoDB table to the customer table. This table uses a randomly generated biometric identification to link the voiceprint with the customer record stored in the customer table. All voiceprints are encrypted in transit and at rest.

VOICE BIOMETRIC PERFORMANCE AUDIT

Use EVA's fast cross matching capability to do a many against many simulated attack using the enrolled population to prove solution security performance. This audit process can be run by internal audit teams to ensure system integrity.

AGENT MONITORING

Use EVA to ensure secure and seamless identity verification of call center agents. This is especially important when agents are working from home or employees need to verify their identity to fellow employees to gain access to sensitive information.

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SEAMLESS USER IDENTIFICATION

Use EVA's speech recognition capabilities to identify users when CLI or other device-based identifiers are not sufficient.

FRAUD DETECTION

EVA can check synthetic voice models, recorded voice playback models and known and suspected fraudster lists to protect organisations from bad actors attempting account takeovers or other malicious activity. Check out EVA Forensics product capability for a full description of EVA's fraud detection and prevention capabilities.

CUSTOMER DATABASE

EVA defaults to an empty DynamoDB table for customer records that stores enrolment status, phone number, name, biometric identification and customer reference. The DynamoDB table can be prefilled with customer data from the organization's system of record. EVA can be configured to use any customer selected database including the organization CRM or system of record.

PLATFORMS

EVA uses open API's to seamlessly integrate with all cloud based and on premise contact center platforms. EVA has out of the Box configurations to enable same day deployments with Amazon Connect, Genesys Cloud, Five9, 8x8, Twilio and an ever increasing suite of CCaaS platforms. Auraya's 'EVA Voice Biometrics' product listing on the AWS Marketplace has passed the AWS Foundational Technical Review process, which means it has been recognized for its best practices approach and risk mitigation strategies. EVA can also be accessed from Genesys App Foundry, Five (standard Features platform.

NATIVE INTEGRATION

- **FIVE9**
- **AMAZON CONNECT**
- **NICE CXONE**
- **GENESYS CLOUD**
- **AVAYA**
- **8X8**
- **TWILIO**

Auraya Systems Pty. Ltd.

Auraya is a voice intelligence company with the mission of empowering people and organizations to interact and engage with convenience and security in all channels and languages. Auraya develops next-gen voice biometric AI technology to deliver easy-to-use and highly secure speaker recognition and fraud detection capabilities. Auraya provides its technology to a global network of partners who incorporate Auraya's voice biometric technology into their secure, customer-facing applications and fraud detection solutions. The ecosystem of partners delivers solutions in all industries including government, education, healthcare, financial services, retail services, and telecommunications. If you would like to talk to the team at Auraya, send us an email at info@aurayasystems.com.

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