



Voice Biometrics: Your Customers Have Spoken

We provide voice recognition capabilities for enterprises to authenticate the identity of customers during a natural conversation without interrupting it. Through Servion and NICE's advanced Voice Biometric solutions, we can save time both for customers and agents while eliminating security issues – whether basic or advanced – that leads to better experiences.

- Eliminate security breaches
- Save time for agents and customers
- Improve overall experience



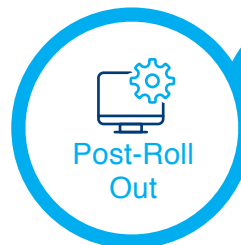
Consulting

Strategic operational and technology-related consulting services to identify current and future threats and security risks, assess the technology landscape and recommend best-fit solutions



Implementation

Advanced implementation services for developing APIs and supporting various integration packages across multi-factor authentication processes, with measurable outcomes



Post-Roll
Out

End-to-end monitoring and support of daily operations to reduce process complexity, drive system performance, make expansion seamless, and ensure business continuity

Powering Real-Time Voice Authentication

Powered by 22+ years of CX innovation and integration experience, and NICE's position as a worldwide technology leader, we deploy voice biometric solutions for authentication and fraud detection. No matter the size or domain, we ensure low cost of implementation – without additional hardware, and simplicity of usage that increases user adoption.

With our combined authentication experience prowess, we can alleviate your customer frustrations over PINs, passwords and security questions in today's fast-paced digital world.

What Servion & NICE Offer

Real-Time Authentication

Real-Time Authentication through Smart IVR – with triggers for Agent Guidance or Fraud Protection

Speech Analytics

Phonetic Indexing, Speech-to-Text Transcription, Speaker Separation and Emotion Detection

Text Analytics

Sentiment Analysis, Hot Topics, and Root Cause / Visual Context / Talk-Over Analytics

Our Key Differentiator

Servion is a NICE global alliances partner. With a team of trained engineers in real-time voice authentication processes, we build solutions on top of the NICE suite. With over two decades of system integration experience, Servion understands legacy systems, and it has the ability to modernize customer experience by leveraging NICE technologies.

- Powerful multi-factor authentication
- Reduced social engineering risks
- Increased back end security barriers for a smooth front end experience
- Enhanced call personalization for significant improvements in CSAT, NPS, and Customer Effort Scores
- Minimal cost of validation and fraud detection processes

Currently serving
10billion
customer interactions

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