

# VOICE BIOMETRICS

Advanced voiceprint technology for intelligent, integrated, and secure identity authentication

## Solution Overview

Protecting access to business-critical data and applications is essential for organizations, but the increasing costs and security issues associated with self-service or helpdesk assisted password resets has continued to rise. One highly secure alternative that has emerged for quickly and accurately verifying an individual's identity is through the use of his or her voice.

Voice biometrics, also known as voiceprint technology, is an intelligent identity authentication solution that recognizes the unique voice patterns and characteristics specific to each person. Many organizations are moving toward using secure voice biometric authentication that is fast, convenient, secure, and cost effective. Voice biometrics lower support overhead and enhance security by requiring users to verify their identity with 'something they are' as their unique authentication factor.

Core Security offers an advanced, integrated voice biometrics solution that enables organizations to securely verify user and caller identities. With voiceprint technology that instantly recognizes voice patterns, your organization can verify individual identities of users quickly and accurately.

## Key Features

### Robust System Performance

Core Security Voice Biometrics offers robust system performance, enabling your organization to enroll more than four million users in one hour. Users can choose to enroll and verify from any channel, whether digital or telephone based, or through historical recordings, supporting an omni-channel verification solution. Detect fraud in real-time with Imposter Mapping and Hot List capabilities, allowing millions of voiceprint comparisons every minute.

## PRODUCT SUMMARY

### BENEFITS

- Increase security and protect sensitive information by fully authenticating users through intelligent voiceprint technology
- Securely authenticate user access by recognizing voice patterns unique to each individual
- Decrease costs and reduce the burden on helpdesk support assisting in low-level, repetitive tasks
- Ensure helpdesk teams can focus on high-priority, value-adding activities
- Enable greater levels of independent authentication, and prevent losses in productivity for individual users and IT

## Defined Security Settings

Confidently manage security with definable and auditable security settings, and ensure you put security first by setting defined false accept (FA) rates for each individual voiceprint and transaction. You can also adjust security settings based on threat assessments, and combine device and location information with business rules to set risk levels. Leverage speaker-specific thresholds to continually learn about a speaker's voice to adjust the threshold. For speakers with a weaker voiceprint, you can automatically adjust the threshold so there are no vulnerabilities. The more a speaker verifies with voice, the more opportunity there is to create a robust voiceprint.

## Improved Active Learning

With voice verification, changes in devices and underlying voice characteristics all have an impact on verification outcomes. The Core Security Voice Biometrics solution uses a patented active learning process to increase the accuracy of the authentication process, treating these scenarios as normal for every individual and automatically updates a speaker's voiceprint every time he or she verifies. The algorithm balances the difference between knowing when a speaker has a subtle change in the way things are said as opposed to an impostor trying to impersonate them. With a seamless experience, users will have positive interactions when verifying their unique voiceprint—even as natural changes occur to their voice over time.

## Solution Highlights

### Accuracy

Embedded calibration, tuning and active learning technology allows the system to optimize accuracy for the accent, language, and channel of the enrolled users.

### Delivery

Business solutions using Core Security are implemented as client-server architecture, using it as a 'stateless' resource to perform the requested voice biometric functions.

### Compliance

Specifically designed to comply with international biometric data privacy requirements, including GDPR. Retains no personally identifiable information and the voice print data is anonymized.

### Performance

New algorithms improve underlying core voice biometric performance for improved omni-channel accuracy and performance in high noise and multi-speaker environments.

### Development Toolkit

Communications between the business solution client-side software and Core Security server is through published APIs.

### Identity Authentication

Unified voice biometric modes allow implementation of active, passive, and background enrollment and verification, and hybrid solutions to meet advanced business requirements.

## How Voice Biometrics Work: An Independent Authentication Password Reset Example



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