

Avaya and SentryCom *Validating Callers' Identities*

Manually authenticating the identity of callers to a call center takes time – and costs money. How can call centers automate the process, saving time and increasing security?

An Innovator-level member in the Avaya DeveloperConnection program, SentryCom meets this need with VoiceCal 1.0 - Voice Authentication. Offering a secure front-end for customer call centers, VoiceCal uses SentryCom's text-dependent and language-independent speaker verification technology to verify callers' identities before connecting them with a customer service representative or an Interactive Voice Response (IVR) system. The solution eliminates the need to question callers for identity verification, helping save time and increase customer satisfaction.

VoiceCal is especially useful in markets where consumers are accessing information that is valuable, privileged or sensitive. These include the Financial and Healthcare industries, as well as Government.

The solution is designed to work with Avaya Interactive Response 1.2. Interactive Response empowers enterprises to automate customer interaction and Web-based transactions via speech, VoiceXML and Touch-Tone applications.

Features

VoiceCal includes:

- Fully automated solution for caller authentication, using Voice Biometrics
- Out-of-the-box integration with IVR platform
- Centralized Authentication Platform for multiple IVRs located at different sites
- Complete audit and administration tools

- Saves customers time and improves the customer experience

System Requirements

- Operating System: Windows 2000 Server or Windows Advanced 2000 Server or Windows 2000 Datacenter
- Hardware: number of CPUs depends on scalability and availability requirements
- Database: MS SQL

Benefits

- Enhances security with Voice Biometrics, which provide a higher degree of security than traditional PINs and passwords, and include voice authentication technology that minimizes identity theft
- Saves agents time, increasing productivity of call center staff and resulting in a fast return on investment for call centers

About SentryCom

Incorporated in 1998, SentryCom designs, develops and markets biometric voice authentication solutions that accurately verify a person's claimed identity. The company's core technology is based on its proprietary and patented Voice Authentication Engine (VAE). SentryCom technology enables ubiquitous access from telephones, mobile phones and PCs using soundcard and microphone. The company is located in Israel.

SentryCom successfully integrates its technology with the technology of global leaders such as Avaya, IBM and Intel to provide secure access to Call Centers, Web Portals and Extended Enterprise. SentryCom solutions are also being developed for mobile commerce and Homeland Security space.

SentryCom Voice Authentication Technology was validated under controlled field conditions by the National Biometric Testing Center at the Israel Standards Institute showing best-of-breed performance: high robustness and accuracy under typical real-life conditions for a typical user population. The SentryCom Voice Authentication Platform is the only solution of its kind to be integrated with IBM WebSphere Portal and Tivoli.

For more information, visit www.sentry-com.co.il.

About DevConnect

The Developer*Connection* Program (DevConnect) is a comprehensive set of innovative sales, support, marketing and services programs through which Avaya works with members to develop and promote their products and solutions that interoperate with Avaya solutions.

For more information, visit DevConnect at www.devconnectprogram.com.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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