



ANGEL.COM INTEGRATES SECURE VOICE AUTHENTICATION TECHNOLOGY FROM VOICEVERIFIED®

Voice matching allows callers to securely identify themselves in seconds while reducing costs

McLean, VA (PRWEB) June 16, 2008 -- Angel.com, the leading provider of on-demand call center and [Interactive Voice Response \(IVR\)](#) solutions, announced today an integration partnership with [VoiceVerified, Inc.](#), a leading provider of voice biometric verification technology and services. This partnership will deliver VoiceVerified's Point Service Provider® to customers using Angel.com's hosted IVR and call center solutions.

"As a leader in [business voice solutions](#), we are delighted to announce our partnership with VoiceVerified," said Michael Zirngibl, President and CEO of Angel.com. "The integration of voice authentication technology with our IVR and call center solutions reinforces Angel.com's ongoing commitment to driving a personalized and efficient experience - for both our customers and their callers."

VoiceVerified's authentication technology allows callers to access account information without requiring them to remember or use passwords, PINs or personal information to confirm identity. Instead, VoiceVerified technology analyzes each person's voiceprint - which is as unique as a fingerprint - to grant access to information with their [unforgettable password™](#). By verbally repeating a few random digits to the IVR, caller identity can be immediately verified by matching to a previously stored voiceprint.

"With VoiceVerified's biometric voice authentication technology, IVR providers such as Angel.com can help companies save money while improving the quality, efficiency and security of their call centers," said David Standig, Executive Vice President of Business Development for VoiceVerified.

Enhanced Productivity, Improved Caller Satisfaction

With VoiceVerified's patented speaker authentication technology, Angel.com customers can maximize call center productivity by facilitating customer self-service and reducing the need for agents to verify identity. For some organizations, the reduction in caller identification time alone can be reduced by up to 30 seconds per call. Overall, speaker authentication can reduce call handling times, caller wait times and call abandon rates without sacrificing security.

"Speaker authentication technology is an important step in delivering a truly intelligent and customer-friendly IVR solution," said Zirngibl. "By shifting activities such as caller identification from live agents to an automated, secure system, organizations can make their operations more efficient while improving caller satisfaction."

About Angel.com

Angel.com is a leading provider of [on-demand business voice solutions](#). The Angel.com solution delivers value to organizations of all sizes to more productively and efficiently address business problems through the power of voice technology. As a fully hosted solution, no investment in hardware, software, or human resources is required, delivering immediate ROI and easing and simplifying deployment of voice applications that meet unique business needs. Angel.com is the only provider to offer a web-based toolkit, Site Builder, that facilitates voice menu design through a simple Internet connection and our innovative technology enables complete integration with databases or CRM tools, enhanced scalability, and flexible applications. For more information, visit <http://www.angel.com>.

About VoiceVerified

VoiceVerified is a Software-as-a-Service ("SaaS") provider of voice biometric technologies. Founded in 2002, VoiceVerified has licensed and developed proprietary, patent-protected software to provide quick, highly accurate, automated identity authentication services for call centers and Internet applications. Delivering solutions through a patented hosted service or customized on-premise installations, VoiceVerified is changing the way clients authenticate and protect their customers' privacy by using their voice as the unforgettable password™. VoiceVerified is headquartered in New Hope, PA and serves clients in the financial services and telecommunication industries. For more information, visit www.voiceverified.com or call 215-862-7800.

###