

ANGEL.COM VOICE SECURE

Bank account balances. Medical test results. Order status. Customers call your IVR for many reasons, but what they all have in common is they want their information quickly and they want it to be secure. Current security measures include passwords, PINs, challenge questions or personal information to confirm identity, creating a lengthy process for a caller to get the information they need over the phone. Not to mention the burden this places on your call center agents simply to identify the caller.

Angel.com can help bridge the gap for organizations struggling to provide quality customer service and high levels of data security with voice authentication solutions. Your voice print is as unique as your fingerprint. By identifying your callers using their voice, you provide a secure and convenient way for customers to access private information, while at the same time improving the efficiency of your call center.

SOLUTION OVERVIEW

Angel.com combines award winning IVR and call center technologies with voice authentication solutions to provide a way for callers to quickly, conveniently and securely access personal information over the phone. By simply repeating a few random digits in the IVR, caller identity is automatically verified through the composition of their voice.

- ✓ **Secure** – No more revealing private information over the phone, risking having your personal information fall into the wrong hands.
- ✓ **Convenient** – No more forgotten passwords or PINs.
- ✓ **Saves Time** – No more time consuming process of routing calls to agents for verification of identity or password resets.

With simple and accurate voice verification through your Angel.com IVR or call center solution, your callers and agents are immediately able to focus on call resolution rather than identity confirmation.

Trusted and Secure Technology

Because each individual's voiceprint is unique, your caller's voice is their password. Even the most highly sensitive data, from financial to healthcare information, is safe-guarded by providing a highly secure layer of protection of customer identity. In addition, because the solution automatically recognizes a caller's voiceprint, callers are not forced to reveal potentially sensitive or personal information – such as a social security number or date of birth – over the phone.



WITH ANGEL.COM VOICE SECURE YOU WILL:

Improve security and caller satisfaction. No more answering personal questions to confirm identity, or having to confirm identity several times to multiple agents. Voice authentication empowers customers to resolve inquiries simply, securely and quickly.

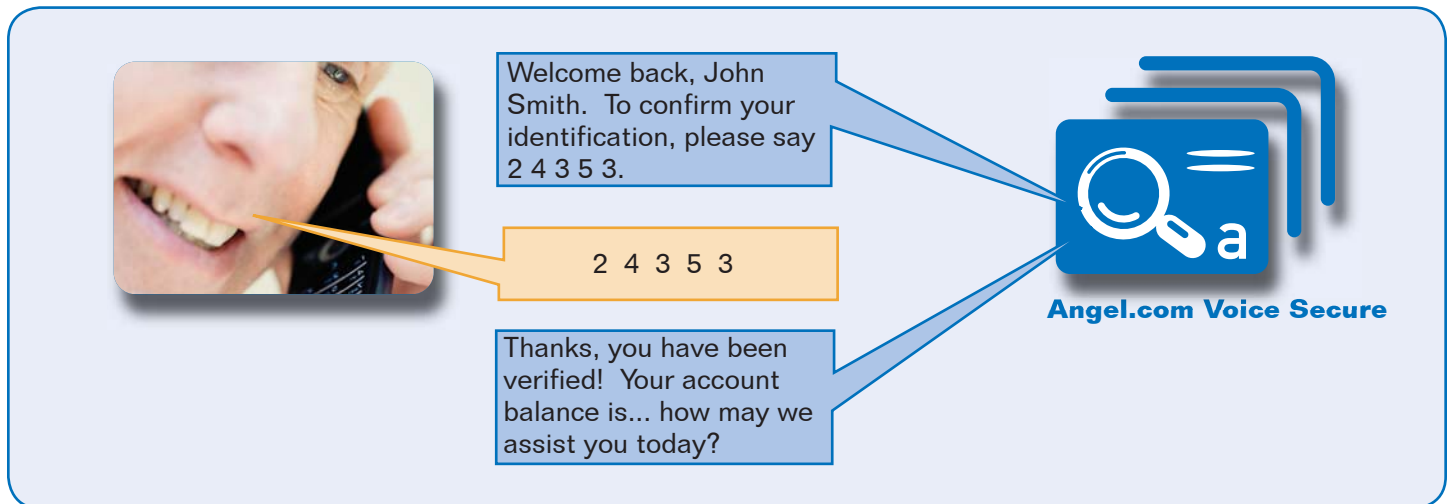
Maximize productivity and efficiency of your call center by reducing the burden on agents to verify caller identity or help change customer passwords, resulting in shorter caller wait time, call handling time, and a lower abandon rate.

Deploy quickly and easily. Angel.com's web-based solution seamlessly integrates with the voice verification solution available out of the box.

Generate immediate ROI from time savings for agents and shorter calls.

Easy-to-Use and Convenient Application

Voice authentication is easy to implement with your Angel.com IVR or call center application. By simply repeating a few random digits, customers quickly enroll their voice print. After that, each time they call, they are asked to repeat a sequence of five digits to confirm their identity in the IVR. This series of digits is checked against their voice print which is stored in a database, authenticating them and allowing them access to proceed with their call without the need for further account identification.



Improved Call Resolution and Management

Voice authentication in the IVR system or call center results in:

- ✓ Shorter caller wait times
- ✓ Faster call handling times
- ✓ Lower call abandon rates

In fact, identification time can be reduced by up to 30 seconds by using voice authentication services. In addition, call center representatives are empowered to focus on resolving caller inquiries, rather than on caller identification or changing customer passwords, enhancing the call management process and improving the productivity of your agents.

Straight-forward Pricing

Voice authentication solutions are priced per transaction to meet your unique requirements. There are no hardware, software or licensing fees. In addition to standard pricing, customized options are available. For more information, please speak to an Angel.com Account Executive by calling 888-MyAngel or emailing sales@angel.com.

ABOUT ANGEL.COM

Angel.com is a leading provider of on-demand call center and Interactive Voice Response (IVR) 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, call 888-MyAngel (692-6435) or visit <http://www.angel.com>.