



HIGHLIGHTS

Improve security and caller satisfaction

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

Maximize productivity and efficiency

- 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's web-based solution seamlessly integrates with the voice verification solution available out of the box.

Generate immediate ROI

- Time savings for agents and shorter calls.

SECURE VOICE AUTHENTICATION

Angel Voice Secure

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

Angel can help bridge the gap for organizations struggling to provide quality customer service and high levels of data security with voice authentication solutions. Your voiceprint 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 time improving the efficiency of your call center at the same.

Solution Overview

Angel combines award-winning IVR and call center technologies with voice authentication solutions to provide a way for callers to quickly, 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.
- **Efficient** – 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 IVR or call center solution, your callers and agents are immediately able to focus on call resolution rather than identity confirmation.



Welcome back, John Smith. To confirm your identification, please say 4 3 5 2.

4 3 5 2

Thanks, you have been verified! Your account balance is... how may we assist you today?



Angel Voice Secure

How It Works

TRUSTED AND SECURE TECHNOLOGY

Because each individual's voiceprint is unique, a caller's voice is their password. Even the most highly sensitive data, from financial to healthcare information, is safeguarded 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.

EASY-TO-USE AND CONVENIENT APPLICATION

Voice authentication is easy to implement with your Angel IVR or call center application. By simply repeating a few random digits, customers quickly enroll their voiceprint. 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 voiceprint, which is stored in a database, authenticating them and allowing them 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. That means call center representatives are empowered to focus on resolving caller inquiries, rather than on caller identification

or changing customer passwords, thereby 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 Account Executive by calling 888-MyAngel or emailing sales@angel.com.

ABOUT ANGEL

Angel is a leading provider of on-demand contact center voice automation solutions. The Angel 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 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>.

MAILING ADDRESS

1850 Towers Crescent Plaza
Tysons Corner, VA 22182

CONTACT NUMBERS

Direct: 1.888.MyAngel (692.6435)
Fax: 703.997.0314

WWW.ANGEL.COM