



# ANGEL VOICE SIGNATURE

*eSignature by Voice*

## ANGEL VOICE SIGNATURE

Angel's Voice Signature, powered by voice-based biometric systems, provides a natural, convenient, highly-secure and legally binding alternative to hand-written signatures on health insurance applications, financial forms, authorizations and other documentation while meeting stringent US compliance requirements such as HIPPA/CMS guidelines and the E-Sign Act. By using the human voice as a unique identifier, Angel has proven to improve customer service while reducing costs and increasing close rates for many enterprise companies.

With simple and accurate voice verification through your Angel IVR or contact center solution, your callers and agents are immediately able to focus on quick call resolution rather than wading through paperwork.

## SOLUTION OVERVIEW

Angel combines award winning IVR and call center technologies with immediate voice signature solutions to provide a way for callers to quickly, conveniently and securely e-sign documents over the phone. Angel Voice Signature is used globally by insurers, pharmaceutical companies, banks and government agencies. Enterprises currently using Voice Signature have increased close rates by 20%, grown sales by 5% or more, and reduced administrative costs by 80% by replacing all paper authorizations with voice signatures.

The rigour and flexibility of our technology means voice signatures can be securely captured irrespective of a caller's location, background noise and across any voice/telephony channel without the need for special hardware. And integration is seamless, integrating easily with your existing underwriting processes and CRM systems to deliver a rapid return on investment.

### Benefits of Voice Signature

- Offers e-signature capability over phone channel to shorten sales cycles and increase close rates
- Shortened time per call and reduced agent loads
- Multifactor authentication by voice and caller ID
- Satisfies FFIEC and FCC CPNI compliance, HIPPA/CMS guidelines, and is recognized as a legally binding e-signature by the FDA
- E-Signature tied to voiceprint provides non-repudiation in case of disputes



## WITH ANGEL VOICE SIGNATURE YOU WILL:

### Deploy quickly and easily.

Angel's IVR and contact center solutions are integrated seamlessly with voice biometrics enabling you to be up-and-running quickly.

**Generate immediate ROI** by increasing close rates of programs requiring paper-based processes and handwritten signatures.

**Maximize productivity and efficiency** of your call center by reducing the burden on agents to deal with paperwork – resulting in shorter caller wait time, call handling time, and a lower abandon rate.

### Improve caller satisfaction.

Voice Signature empowers customers to handle important, signature-based processes simply, securely and immediately, without being tied to a fax machine.