



Voice Biometrics

Seamless Security, Effortless Authentication

Your customer experience is almost as important as your products. Authenticate your customers with LumenVox by Capacity Voice Biometrics to give them a seamless voice experience and keep their data secure.

Voice Biometrics uses your customers' unique voice patterns to seamlessly authenticate them. Reduce the risk of fraud while creating an efficient customer experience and save both your agents and your customers valuable time.

How Voice Biometrics Works

Create a Unique Voiceprint

- LumenVox by Capacity Voice Biometrics' state-of-the-art authentication technology uses the physical and behavioral patterns of your customer's voice to create a unique voiceprint.
- All future calls from the same customer, whether speaking with a live agent or using the IVR self-service system, are matched against the unique voiceprint.

Passive, Active, or Hybrid Authentication

- Passively authenticate a customer's identity through normal conversation or actively authenticate through customers repeating a phrase.
- Alternatively, choose a hybrid approach by having customers set up a phrase and validate their voice through their voiceprint.

Single Utterance

- No more repeating answers to security questions or searching for a password.
- A single phrase authenticates customers, creating a faster, more satisfying support experience.

Why Voice Biometrics



Seamless

A password your customers never have to remember. A single phrase will enable the system to authenticate your callers and move them to an IVR or continue to a live conversation with an agent.



Secure

Like a fingerprint, no two voices are identical in pattern, rhythm, and speed. A unique voiceprint can't be misplaced or forgotten.



Smart

Simple voiceprint registration and effortless authentication creates intelligent, secure customer interactions, providing a more efficient, modern experience.

Use Cases



Verify Identities in Seconds

Save valuable time for both agents and customers by authenticating callers in a natural conversation, eliminating the need for cumbersome security questions.



Pair with Simple Self-Service

Create more satisfying experiences with instant authentication and faster IVR support, making self-service more powerful and efficient.



Extra Security Layers

Credentials and passwords can be forgotten or, even worse, stolen. Use voice biometrics for extra security, either as a standalone measure or as an added layer of authentication.