Webinar
Sprachbiometrie im Service Center mit Blue Call und Nuance

Samuel Widmer – CEO Blue Call AG

Daniel Wachter – Key Account Manager Blue Call AG

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Agenda

Blue Call Sprachbiometrie mit Nuance

Vorstellung Nuance Gatekeeper

Fragerunde Samuel Widmer & Corina CamposPascoal

Q & A

About Blue Call

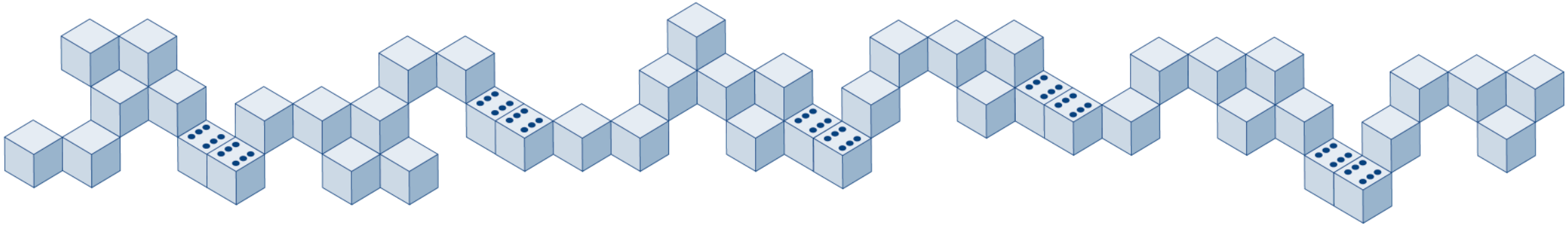
Contact, Service Center

BORS

REA Alarm

- CH KMU, inhabergeführt -> Kontinuität und Verlässlichkeit, 25 Jahre +
- Sitz in Aarau, Betreuung gesamte Schweiz und DACH-Region

Lösungsumfang



Telco-Provider

- Konnektivität für Fest- und Mobilenetz
- Vergabe und Portierung von Rufnummern
- Mehrwertdienste 0800, 0900

SIP Trunk

- Anschaltung Telefonanlagen von Kunden
- Inbound + Outbound
- **Microsoft Teams Integration**

IVR

- Dialogsteuerung mit DTMF und Sprache
- Web-Technologie <VoiceXML>
- TTS, ASR
- Kundenumfragen

Applikation

- **ACD, Skill based Media Routing**
- **Integrierte Sprachbiometrie**
- Video Kommunikation
- Live-Chat
- Ticketing, E-Mail
- App Integrationen

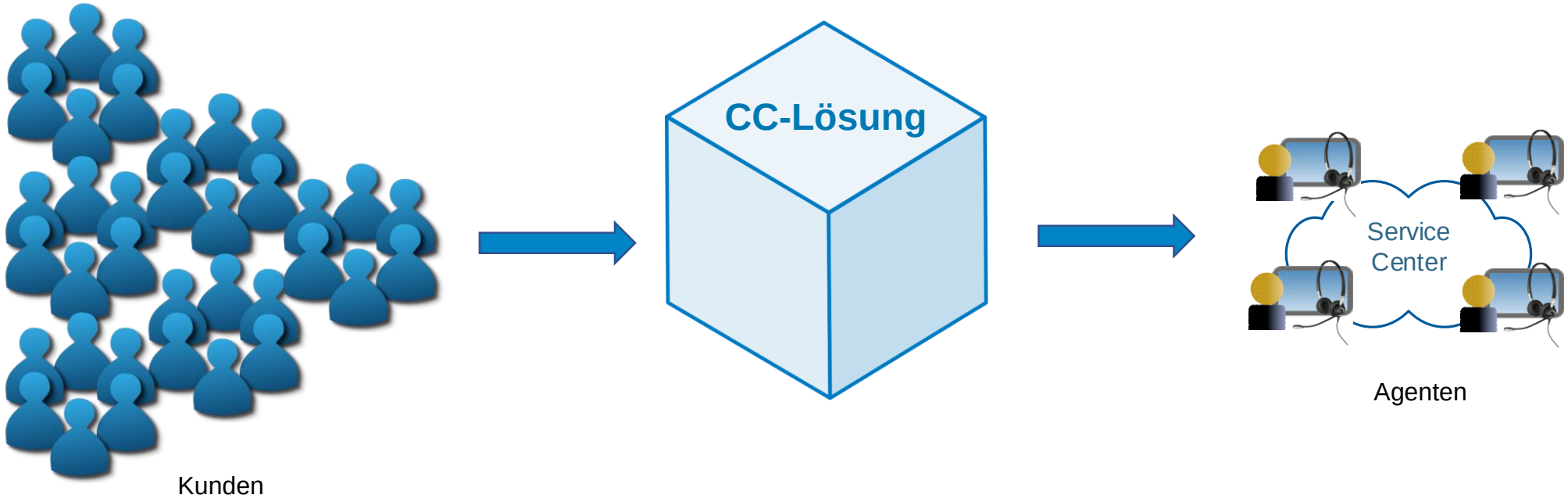
Statistik

- Umfassende Reports in Excel
- MS SQL-Server mit CDR-Access
- Power-Pivot
- BI-Lösungen

WFM

- Work Force Management
- Einsatzplanung
- 3rd Party WFM

Service Center



Nuance Biometrics is widely used where identity matters

600+	600M+	300+	$2B+	80%	8B+
Worldwide deployments	Voiceprints in use by our customers	Speech scientists	Fraud savings	Global market share	Annual transactions

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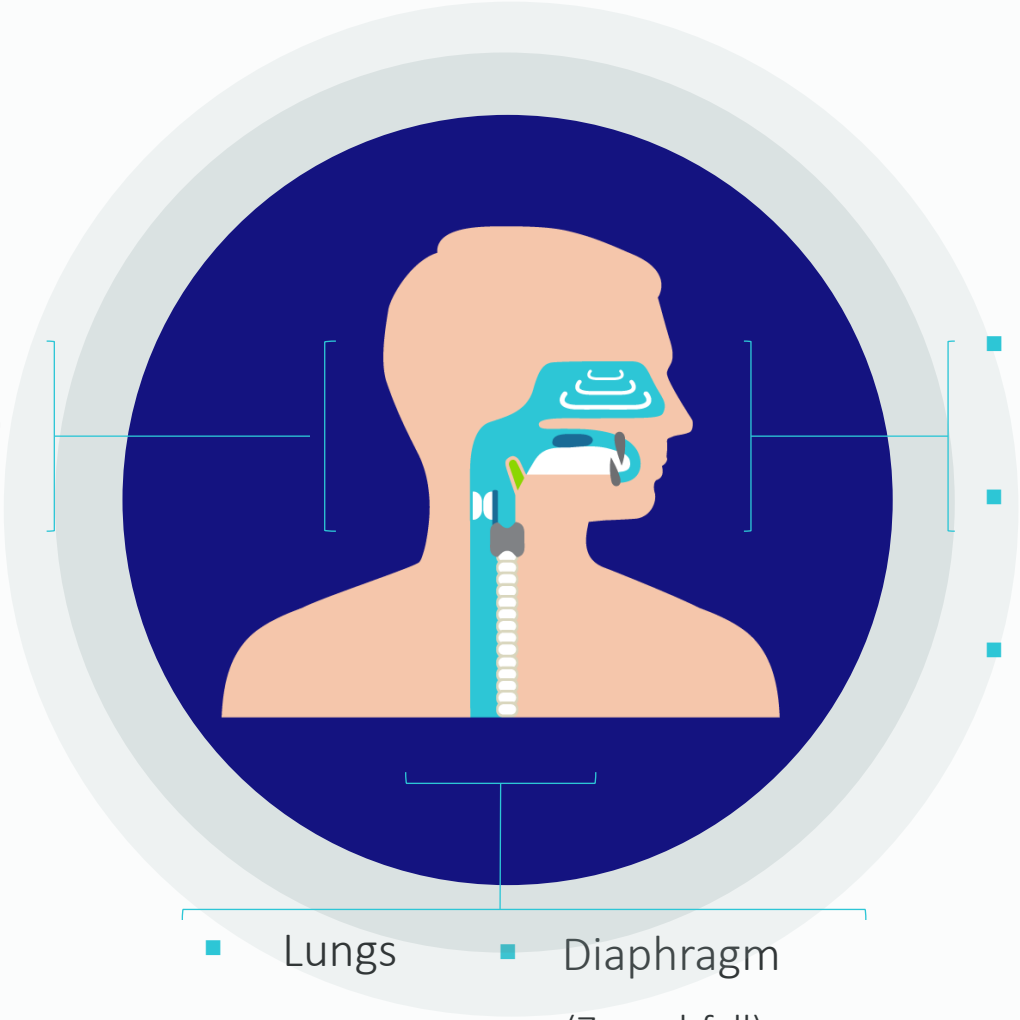
Voice Biometrics

- Vocal Pipe (Stimmbänder)
- Larynx (Kehlkopf)
- Esophagus (Speiseröhre)



- Resonance (Resonanz)
- Phonation (Laute)
- Respiration (Atmung)

- Lungs
- Diaphragm (Zwerchfell)

99%+

Authentication success

Applied to high risk transactions

90% +

Fraud detection effectivity

Allows for preventive fraud management

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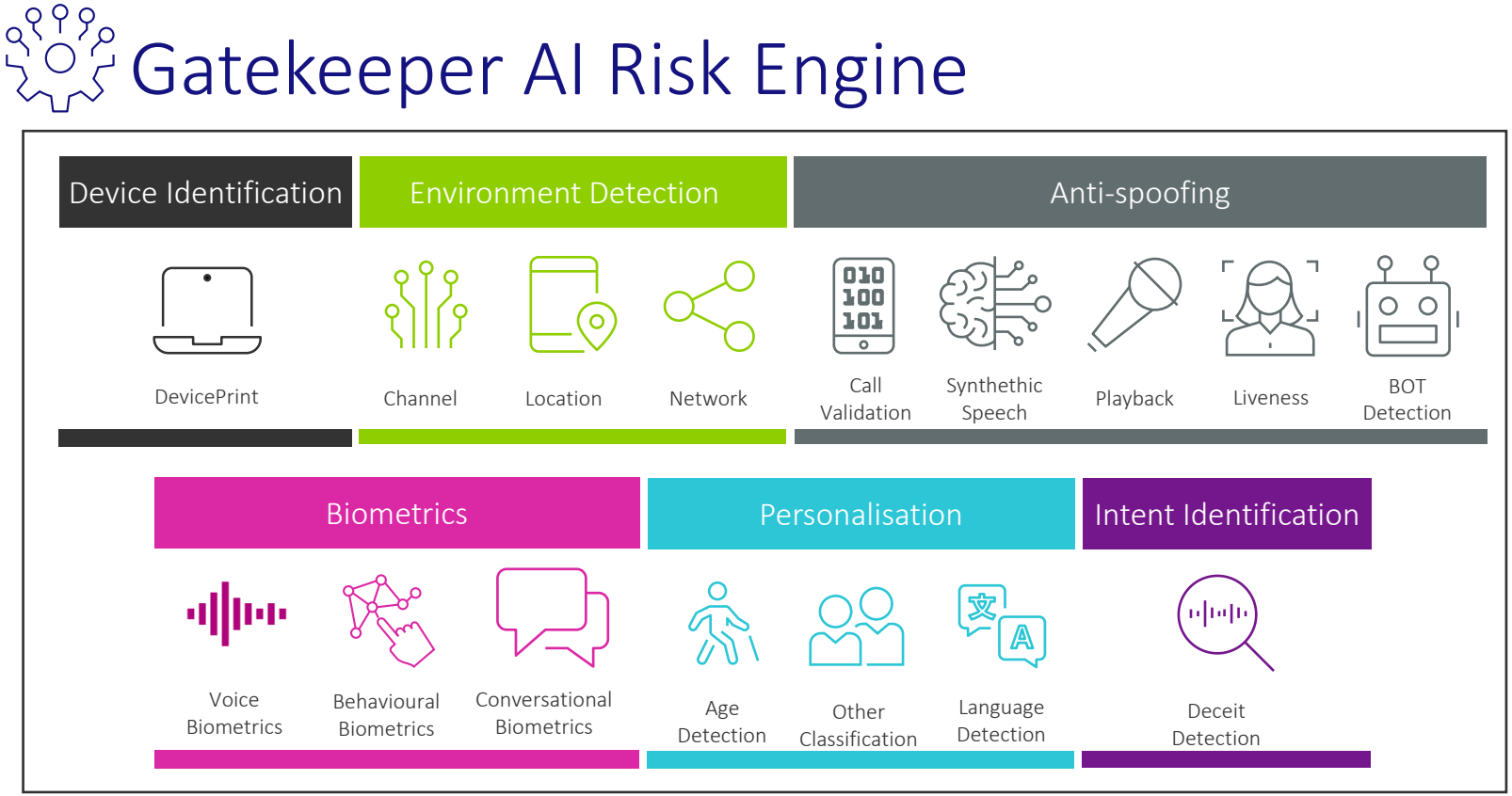
Nuance Gatekeeper

Beyond Voice Biometrics. Layered authentication and fraud prevention



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Detect and investigate more fraud with Nuance Gatekeeper

Clustering and pattern analysis

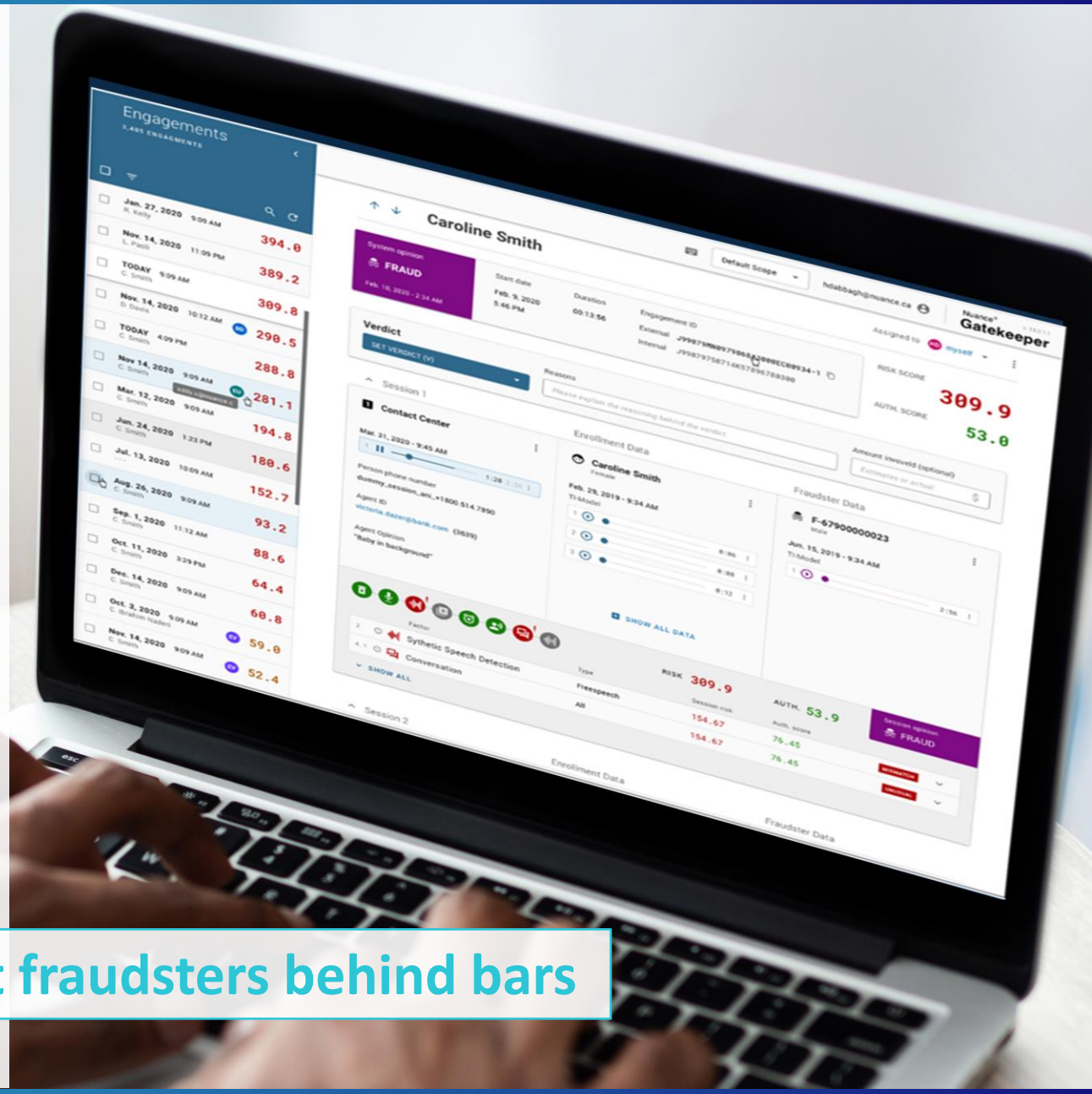
Discover previously unknown fraudsters

Fraudster watchlists

Block fraudster ANIs, voiceprints, and more

Backwards search

Find fraudsters in historical data



Stop fraud at the source and help put fraudsters behind bars

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Benefits overview

Nuance authentication and fraud prevention solutions

Self Service Increase

Average Handling time

Fraud Prevention

Customer Experience

Agent Experience

Reputation

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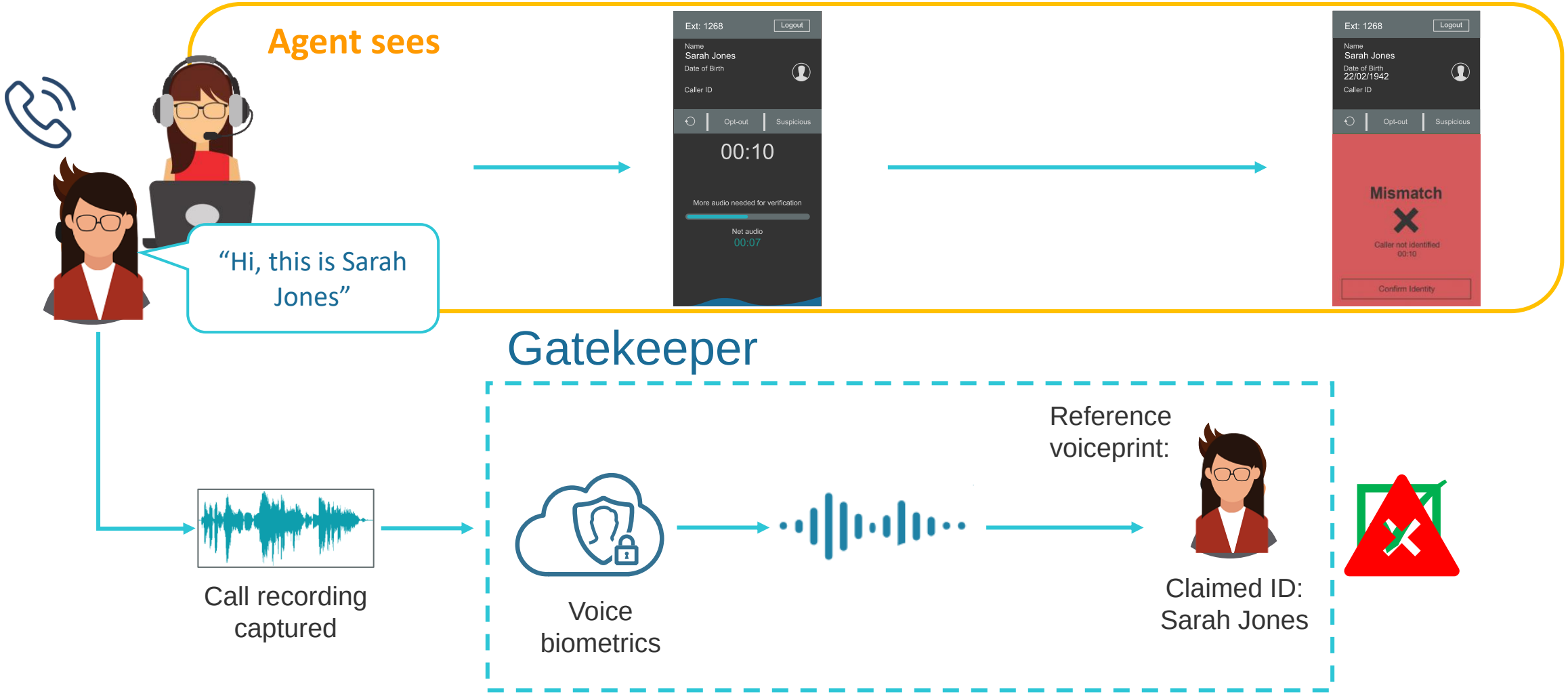
Nuance Gatekeeper Demo



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TATRA BANKA

Tatra Banka delivers secure, effortless service

"Client servicing trends in banking are contradictory at first glance—fast and simple services for clients with the highest possible level of security. We succeeded n meeting these two conditions thanks to voice biometrics."

Igor Vida
CEO & Chairman
Tatra Banka

Average handle time (AHT)
66% reduction

Voice authentication adoption
85% of callers

Customer satisfaction
90% prefer voice authentication

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BARCLAYS

"Customers have the choice of a variety of channels, mobile, online, telephone and face-to-face, so technology like voice biometrics is critical to give the sense that we know our clients at all touchpoints."

Anne Grim
Head of Global Client Experience, Barclays Wealth

Authentication speed
84% faster

AHT reduction
50+ seconds

Customer satisfaction
71% more satisfied

Client uptake
97% enrolled

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Authentication

HSBC (cont.)

15M

Verifications since 2016 (Red Brand)

8,400 hours

Each month around 50 weeks or 8,400 hours of customer's time is saved due to fewer resetting passwords or going through manual security

1.6M+

VoiceID is currently use by 1.6M+ active customers

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Nuance: A Leader in security AI

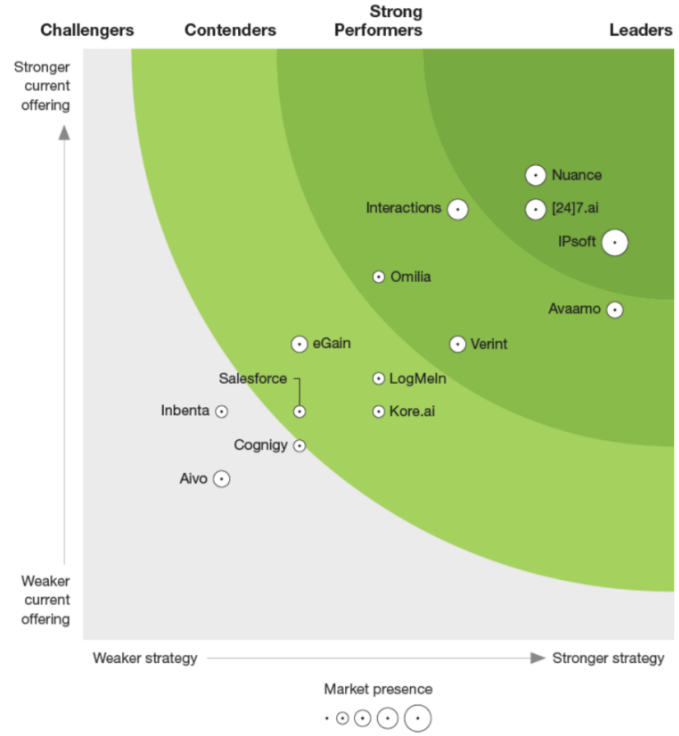
Most Innovative Biometrics Tech at RSA 2020

Nuance Gatekeeper
New Product-Service of the Year AI in Security GOLD WINNER

Best Mobile Authentication & Security Solution

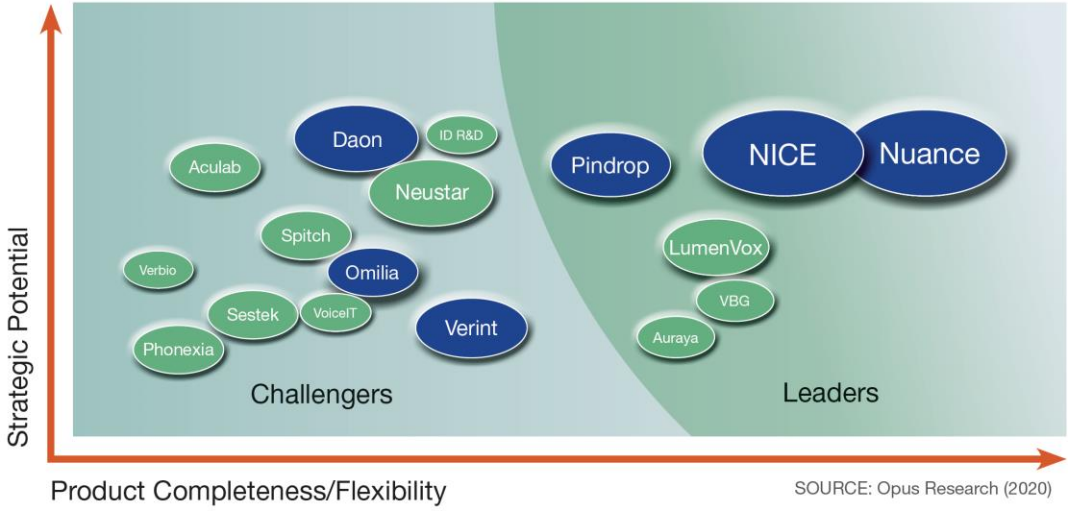
Best IVR or Web-Service Solution: Nuance Lighting Engine

Cyber Defense Global Award: Cutting Edge Biometrics



Forrester Research, The New Wave™: Conversational AI for Customer Service, Q2 2019

Intelligent Authentication Intelliview



Opus Research, 2020 Intelligent Authentication and Fraud Prevention Intelliview, August 2020

Best Application of AI for Financial Services

Best AI and NLU

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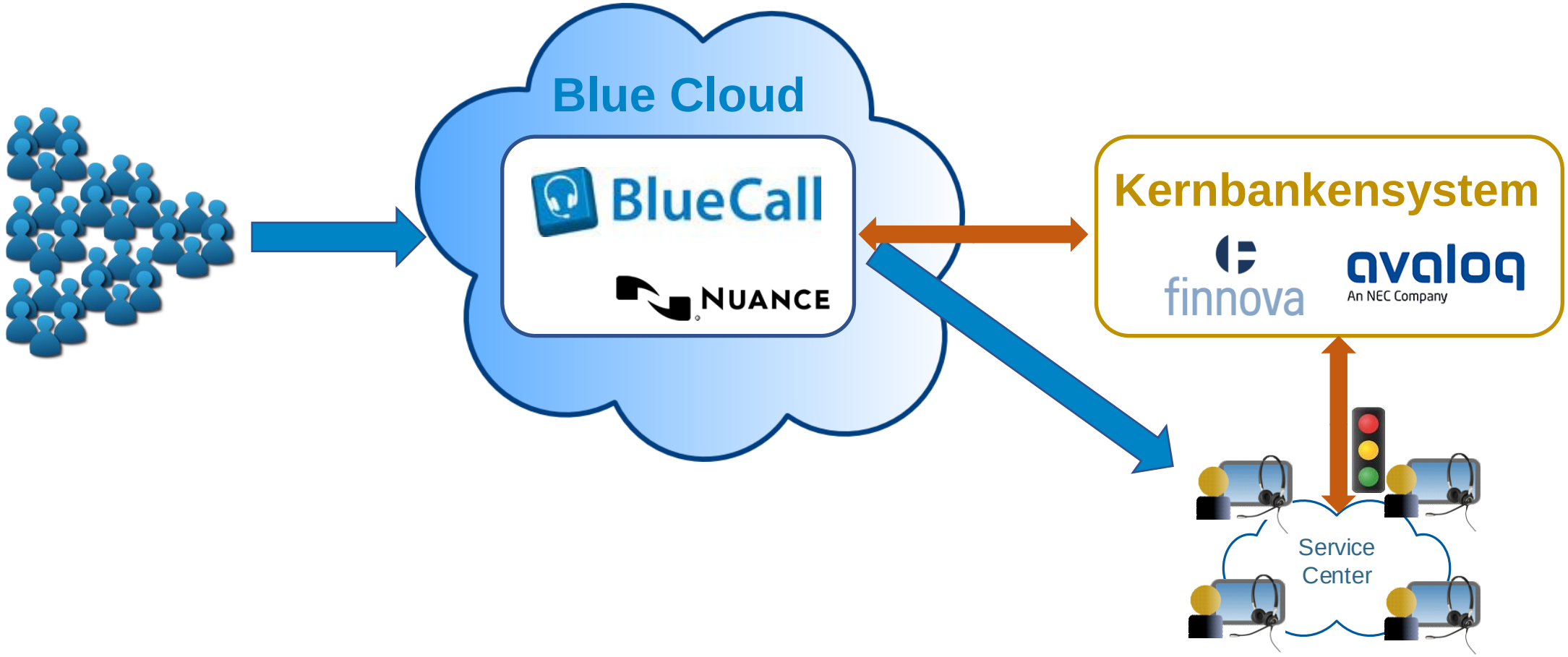
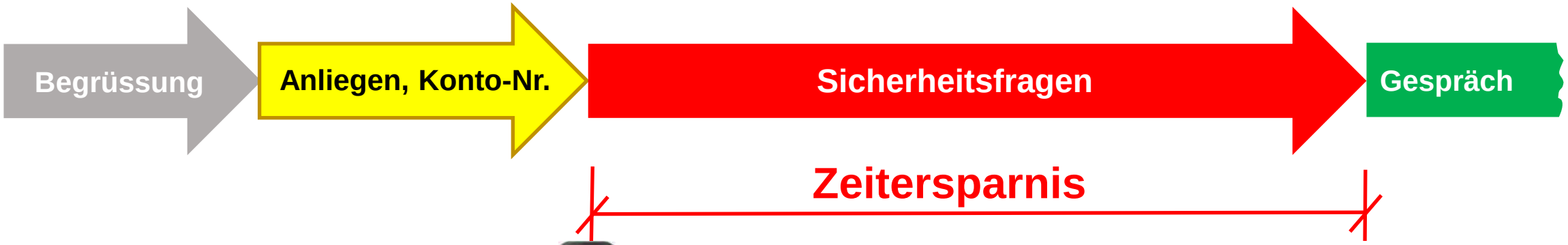
Integration

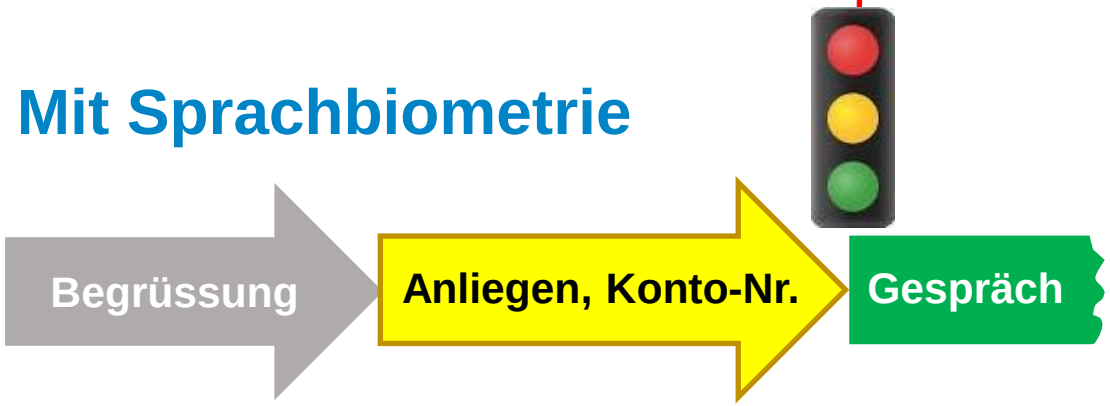


Blue Call – Sprachbiometrie als Bestandteil des Anrufes

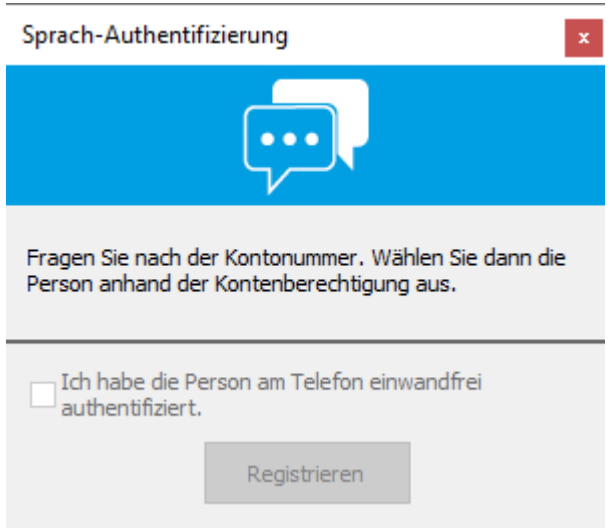
Bisher

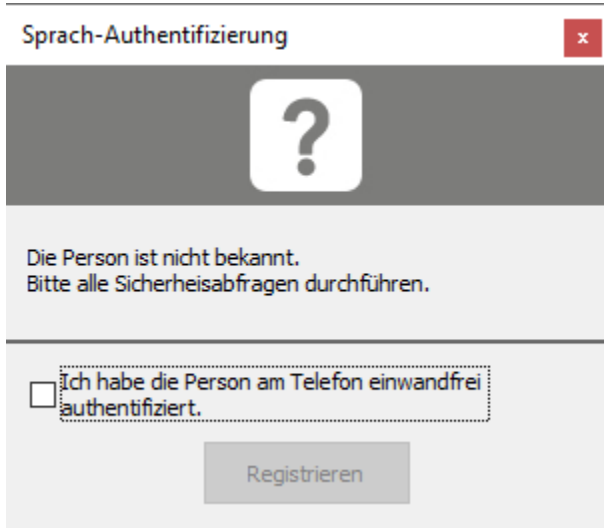


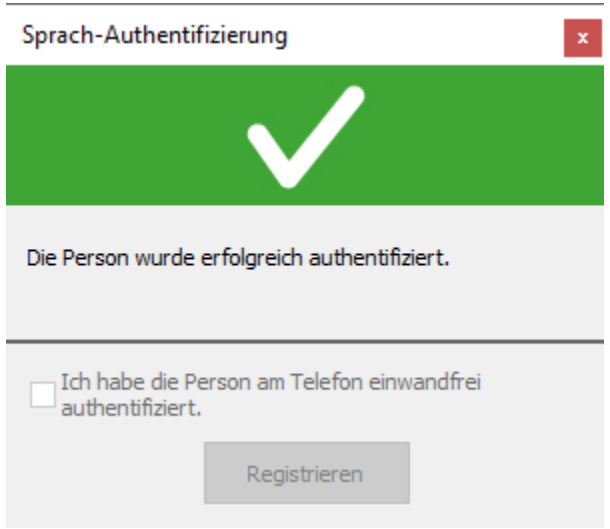
Mit Sprachbiometrie

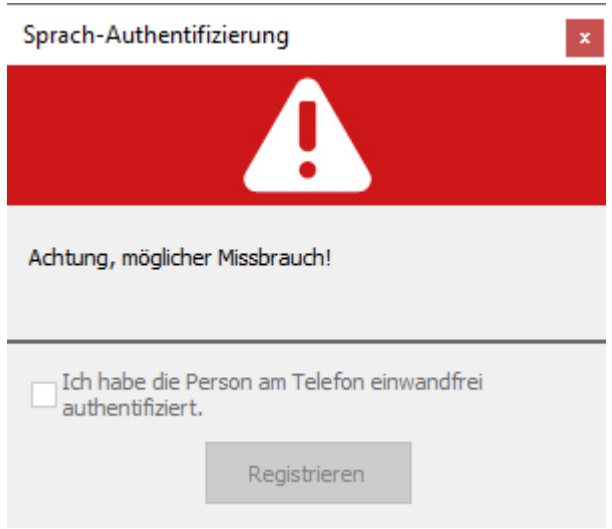


Sprach-Authentifizierung – Agent Desktop









Vorteile Sprachbiometrie

Sicherheit

Kunden-
freundlichkeit

Effizienz

Blue Call - Nuance

- Nuance - Technologielieferant
- Blue Call - Systemhaus
- Blue Call - Integrationspartner

Optimal ausgestaltete Service Center Lösung

Fragerunde

Samuel Widmer
Corina CamposPascoal