Aculab and IPI

Solutions in Contact Centre Management

IPI is the UK's leading digital contact centre specialist, focused on creating intelligent and innovative contact centre solutions that deliver exceptional customer experiences.

Founded in 2001, the company supports more than five million customer interactions through 65,000 agents every day.

Introduction

IPI's "Exceptional contact experience through brilliant contact centre solutions"

IPI were looking to increase the efficiency of the Identification and Verification (ID&V) process within their ID Me product suite. This provides their call centre clients the tools needed to refine their overall customer experience, increasing security and customer assurance, while reducing the agents' call handling load.

With so many daily interactions, IPI needed a solution to one of the most problematic areas in the industry; the slow and frustrating ID&V process. Traditionally protecting your customers' information has meant placing barriers of question-and-answer authentication between their needs and your service. Questions and passwords are not only frustrating for the customer but also slow down call handling times dramatically, leading to increased costs and decreased productivity of a contact centre.

> *"Aculab's VoiSentry is a best-in-class product that we are proud to have as part of our product ecosystem. VoiSentry removes the friction traditionally associated with the ID&V process by using an end user's unique voiceprint as identification. Not only does this provide our clients with the highest level of security within their contact centres, but it also improves the overall customer experience through a faster and more natural ID&V process."*
> **Steve Murray, Solutions Director at IPI**

Aculab's VoiSentry Solution

With over 40 years industry expertise, and a dedicated team of engineers developing products from the ground up, Aculab offers it's clients a large range of telecommunication solutions. Launched in 2018, VoiSentry is one of the newest products in the Aculab range, using ground-breaking advances in Artificial Intelligence (AI) and the science of Big Data, to give VoiSentry the ability to identify a speaker, rapidly and reliably.

"When we created our voice biometric system, we set out to make this advanced technology – usually the preserve of large-scale, big-budget contact centres – available to the mid-market contact centre. VoiSentry does just that," said Alan Pound, Founder and CEO at Aculab. This mindset runs throughout the company, with Aculab offering a choice between capital investment and cost-effective 'pay-as-you-go' alternatives to suit every businesses need.

Aculab and IPI have worked closely with each other from the start, with Aculab providing IPI a range of implementation services. In this latest partnership, Aculab's VoiSentry biometric technology will be amalgamated into IPI's ID Me product suite. This will allow IPI to verify a customer's identity through their unique voiceprint, a procedure that accelerates the ID&V process from the UK market average of 38 seconds to as little as 5 seconds.

Easy integration
Provided as a VM image that can be deployed on your platform of choice - hardware server, data centre, or cloud

Application Control
VoiSentry's APIs facilitate core enrolment and verification tasks, leaving your application total scope to deal with overarching process operations

Highly Scalable
Aggregating nodes to create a multi-node cluster offers you scalability and inter-node - intra-cluster - load sharing

Resilience and Redundancy
Clustered nodes offer you a high degree of resilience and redundancy, with extreme data persistence for dataset storage

VoiSentry Sandbox

Aculab provides a sandbox environment for clients to test the features of VoiSentry with no upfront capital investment.

Hosted on Aculab's own servers, all processing is managed by the same Aculab team that created VoiSentry, meaning no need to build specialist servers or applications in order to access VoiSentry.

IPI used Aculab's sandbox environment to ensure VoiSentry was the right fit for their needs, using easy to deploy APIs with the support of Aculab's team throughout the process. The ability to adjust the sensitivity of the system to be as accurate and targeted as possible fulfilled this brief, fitting to the needs of their customers and end-users alike.

***Click to access
Voisentry Sandbox***
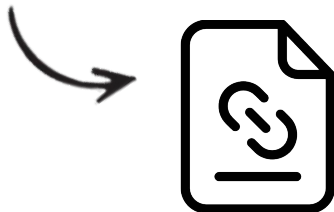
With the key objective of call centre solutions being to give the highest quality customer experience whilst streamlining the process for the call centre agents, IPI's revamped system using Aculab's VoiSentry covers both, with **80% of users** preferring to use biometrics over manual ID&V and up to **2/3 reduction** in the verification time. Aculab's VoiSentry combined with IPI's ID Me advances the ID&V process, so customers spend less time clearing security and more time getting solutions.

About Aculab

Aculab is an innovative company that offers deployment proven technology for any telecoms related application. Its enabling technology serves the evolving needs of automated and interactive systems, whether on-premise, data centre hosted, or cloud-based.

Over 1000 customers in more than 80 countries worldwide, including developers, integrators, and solutions and service providers, have adopted Aculab's technology for a wide variety of business critical services and solutions.

Aculab offers development APIs for voice, data, fax and SMS, on hardware, software and cloud-based platforms, giving a choice between capital investment and cost-effective, 'pay as you go' alternatives.

For more information

To learn more about VoiSentry and Aculab's extensive telephony solutions visit:

www.aculab.com

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