IDENTIFICATION AND VERIFICATION MADE SIMPLE

ID ME – SIGNIFICANTLY REDUCES THE TIME IT TAKES TO IDENTIFY CALLERS, IMPROVING EFFICIENCY

ID Me handles caller identification and verification for your contact centre, simplifying it while ensuring compliance - in as little as five seconds.

Agents and customers can get into the conversations that matter, sooner.

Caller identification and verification is, of course, crucial. But the fact remains it's a mundane and repetitive experience for both your agents and the customers calling you - plus it is a huge productivity drain.

SIGNIFICANT SAVINGS

On average, an agent spends 30-45 seconds authenticating a caller. Multiply that by hundreds or thousands of calls a day into your contact centre and it adds up to a significant overhead in terms of resources and cost. ID Me was developed to solve these problems.

BENEFITS:

- Reduces identification and verification to as little as 5 seconds

- Identification and verification is virtually invisible to the customer

- Allows staffing for lower call volumes

- Increases agent and call centre productivity

- Intelligent call routing to agents or specialists

- Consistent, meticulous compliance processes

- Easily tailored for specific requirements

- Advanced reporting and MI capabilities

- Integrates with any CRM system

- Scalable from a few callers to tens of thousands per day

ID Me uses sophisticated techniques, including speech recognition and voice biometrics, to quickly and automatically identify and verify customers — in a matter of seconds - and frees agents from having to undertake the process themselves. That saves valuable time, allowing agents and customers to have the meaningful conversations that matter.

ID Me doesn't stop there when it comes to increasing efficiency. As it has been designed to work with a wide range of CRM applications, from legacy on-premise systems to the latest cloud solutions, ID Me can then present each agent with all the relevant customer details via a screen pop, confirming the ID Me interaction.

As a result, the agent can start helping the customer immediately, significantly reducing average handling time and increasing customer satisfaction.

And ID Me has another trick up its sleeve. Calls can not only be routed to the next available agent, if necessary they can also be diverted to a specialist team, for example credit control or customer retention, further increasing efficiency and resource productivity.

ID Me also ensures that every caller is put through the correct authentication process, which is important in all industries and crucial in those that are regulated. It ensures there is no chance of a question being missed or an incorrect reply being allowed through. This also protects your agents, as they don't have to handle customer verification information.
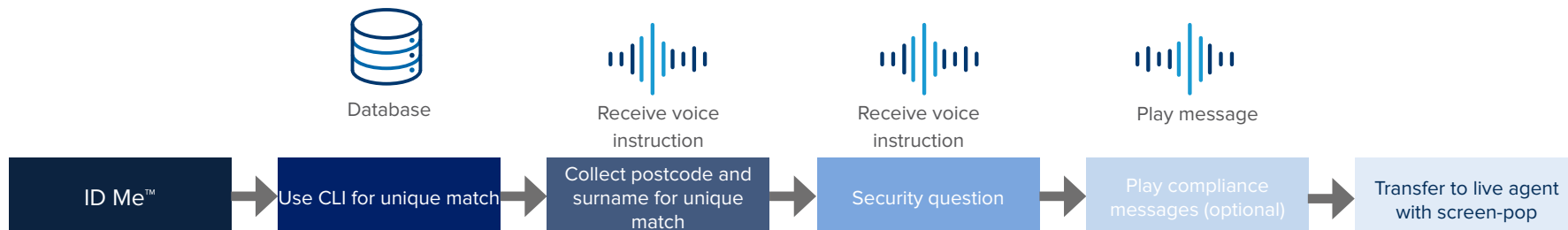
ID Me allows us to identify and verify callers against the account details held in the CRM.

It's saved us 45 seconds per call freeing up huge capacity in our centre. it's been a resounding success!

FTSE Listed Utility Company

THE ID ME CALL FLOW PROCESS

	Database	Receive voice instruction	Receive voice instruction	Play message	
ID Me™	Use CLI for unique match	Collect postcode and surname for unique match	Security question	Play compliance messages (optional)	Transfer to live agent with screen-pop

IN PRACTICE

ID Me connects to your CRM system using Computer Telephony Integration (CTI) and uses either speech recognition or DTMF (touch tone) to collect the required information from the customer. Once the identity of the caller has been verified the call is passed to the next available agent or a specialist team, depending on the circumstances, along with a customisable screen pop providing the status of the customers journey through the application.

Compliance statements and announcements can be played to the caller as part of the ID Me process as well ensuring the customer is made aware of company or industry governance during the call they are about to have.

VOICE BIOMETRICS

With the new advances we've made in speech recognition and voice biometrics, IPI now offers the highest levels of security by allowing you to identify and verify callers based on a unique characteristic, their voice print.

The IPI voice biometrics solution can make identification and validation almost invisible. Callers are validated either passively during the initial conversation with the agent or actively by using a short pass-phrase, which eliminates the need for requesting information the customer may or may not remember. In cases where maximum security is required voice biometrics can be used in conjunction with something the customer has, such as a mobile device or card reader.

As with the more traditional approach, once customers are verified the call is passed to the most appropriate agent or team.

BUILT TO YOUR REQUIREMENTS

Every customer is different, so IPI designed ID Me to be highly customisable. This allows us to deliver a solution to meet your requirements today and one that can easily be adapted to meet future business needs or changes in industry regulation.

ID Me has extensive reporting capabilities which allow contact centres full visibility of every call, it's status, what occurred within the application, as well as a host of other valuable data.

In addition, ID Me can be offered either as an on-premise application or as a hosted deployment that provides reliable, flexible and scalable on-demand services.

IDENTIFY AND VERIFY

CONTACT OUR APPLICATIONS TEAM

Every one of our applications is designed around your needs. Be it a notification system for when a call is close to collapse, a self-service function that increases security and reduces hassle or innovative analytics for informed change.

We create packaged applications that are quick and easy to deploy, delivering immediate benefits to your business.

AHT
Visible improvements and reductions

Scalable
On-demand services

Secure
Trustworthy and assured solution

Compliant
ID&V process

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