

CASE STUDY

TELSTRA RETAIL

In-store Verification for Global Credit Check
Authorisation using ArmorVox™

15sec

time reduced in
agent handling time

360

number of Telstra
retail stores

AURAYA

World Leaders in Voice Biometrics
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Case Summary

Auraya assisted Telstra to develop a voice biometric verification solution using ArmorVox™ for in store credit check authorisations. Store representatives were automatically verified and transferred to a Philippines call centre for credit check authorisations. The project was designed, integrated and supported by Telstra's own in-house application development team at Telstra GES (The Practices, Collaboration and Cloud Application).

Successful Implementation

Auraya engaged with Telstra's Pre-Authorisation Credit Card (PACC) team to deliver the voice biometric engine, ArmorVox. Working with Telstra's internal IT team, Auraya successfully designed and implemented the desired platform. The platform was designed to allow in-store representatives of participating Telstra retail stores to automatically verify their identity using their voice to speak their Telstra ID. When verified, they are transferred to a call centre in the Philippines that handles the pre-authorisation credit card checks.



“I'm impressed with the service orientation I find when I interact with Auraya. The guys listen carefully, and they get it very quickly. They respond to questions almost immediately and address problems very effectively. They are really easy to work with and seem to appreciate their customers.” – **Ash Kumar, Fraud Business Specialist at Telstra**

“It’s pretty awesome. I can’t say enough about how well Auraya designed the voice biometrics portal. The portal is designed around keeping the cost low and also making sure that sensitive customer details are secure. Telstra recently engaged Auraya to pilot our Voice Biometrics in our PACC team. Auraya worked with Telstra internal IT to help design the platform.”

**Ash Kumar, Fraud Business
Specialist at Telstra**



Generated Value

Auraya and Telstra successfully rolled out the new authentication system, which allowed participating Telstra retail stores to improve the quality of customer service by providing secure credit check authorisation methods and a big reduction in time. Designed to keep costs low and secure sensitive customer details, the system successfully reached Telstra's target of 15 seconds reduction in agent handling time. This positive reduction in agent handling time allowed in store representatives to continue with their customer interactions and provide swift and secure service.



“Auraya helped with a successful roll out of the new authentication platform. Auraya's ArmorVox voice biometric authentication technology allowed us to achieve our target of 15sec reduction in AHT and focus on providing better customer service.” – **Ash Kumar, Fraud Business Specialist at Telstra**



About Auraya

AURAYA

Auraya, a world leader in voice biometric technology, empowers people and organizations to interact and engage with security and convenience in all channels.

As a specialist voice biometric technology developer, we have a track record of delivering unparalleled security performance that is simple to deploy, integrate and maintain whilst delivering the most delightful customer experience. The team at Auraya has been involved in the science, technology development and implementation engineering of Voice Biometrics since the formative years. They have gained unique, real-world insights into key business drivers and customer expectations for voice biometrics and innovate for evolving market requirements and opportunities.

About ArmorVox™



ArmorVox™ uses machine learning algorithms to create speaker-specific background models for every individual to deliver the best performance. Our algorithms set thresholds for each voice print that are empirically derived to meet your desired security performance requirements. Additionally, with automated tuning features, ArmorVox™ works irrespective of language, accents or dialects or channel.

Through various enrolment options of active, passive and background enrolment, customers can enrol at anytime, anywhere and in any method. Furthermore, you can use text-dependent, text-independent and text-prompted token types, all in a single software licence. ArmorVox™ utilises hot lists and impostor mapping to drive down fraud with our fast cross-matching features. Fraudsters and suspects are identifiable in real-time from hot lists and impostor mapping, allowing you to protect your customers' information and identity.

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