



# EVA for Genesys Cloud

*A complete solution for your Contact Center!*



## At a glance

Provides secure and seamless identification and verification capabilities for cloud-based contact center platforms.

## Platforms

EVA uses open API's to seamlessly integrate with all cloud based and on premise contact center platforms. EVA has out of the Box configurations to enable same day deployments with Amazon Connect, GenesysCloud, Five9, 8x8, Twilio and an ever increasing suite of CCaaS platforms. Auraya's 'EVA Voice Biometrics' product listing on the AWS Marketplace has passed the AWS Foundational Technical Review process, which means it has been recognized for its best practices approach and risk mitigation strategies. EVA can also be accessed from Genesys App Foundry, Five9 (standard features platform).

## OVERVIEW



Powered by AI, EVA for Genesys Cloud is a voice biometric solution for any contact center platform. EVA delivers secure and convenient identity verification and fraud prevention. EVA provides a frictionless customer experience and verifies user identity without the need for PINs, passwords, or secret information. EVA enables both automated active and passive enrolment and verification in the IVR as well as an intuitive agent interface for agent conversations.

EVA for Genesys Cloud enables personalized self-service. The IVR can positively verify a caller and provide a range of self service options. If the caller needs to speak with an agent, they can skip manual verification processes and offer friendly and efficient service to the pre-verified caller. EVA can also continuously passively verify callers during conversations to improve security and convenience. This also eliminates the need to do a re-verification if the call needs to be escalated to a different agent.

Traditional security methods (PINs, passwords and security questions) have become insecure and unreliable. Forgetting passwords and security answers or switching applications to access one-time passcodes is an inefficient, time-consuming, and cumbersome customer experience.

EVA provides a voice biometric identity and verification (ID&V) capability that uses the native Genesys Cloud orchestration tools. In addition to biometrically verifying a caller's voice, EVA uses Caller ID (CLID) to assist in multi-factor identity verification process using a one time passcode (OTP) which must be spoken by the authorised person.



EVA can deliver advanced capabilities such as real-time fraud detection and digital channel enrolment and verification options that can be turned on and configured using simple to use orchestration tools.



Easy  
Deployment



Enhanced  
Security



Non-Intrusive  
Authentication



Channel  
Independent  
Voice AI



Serverless  
Cloud  
Deployment

## KEY FEATURES

### ENROLMENT

- 1 Flexible enrolment approach streamlines onboarding through quick website/app enrolment, secure chat, and various use case, from passive enrolment in the IVR and whilst talking to an agent or with a bot, and efficient bulk enrolment through provided recordings.

### VERIFICATION

- 2 Enrolled users can be verified in the IVR, accessing self-service or agent interaction, with displayed caller's verified and speaker consistency status. Additionally, EVA passively monitors speech during self-service conversations or interactions with agents, further ensuring a secure user experience.

### AGENT MONITORING

- 3 Use EVA to ensure secure and seamless identity verification of call center agents. This is especially important when agents are working from home or employees need to verify their identity to fellow employees to gain access to sensitive information.

### SEAMLESS USER IDENTIFICATION

- 4 EVA uses speech recognition capabilities to identify users in the absence of CLI based identifiers. It also supports 2-factor authentication (2FA) for digital channels, leveraging its patented speech recognition capability to provide multi-factor authentication (MFA) for enhanced security.

### SCALABLE SECURE ARCHITECTURE

- 5 EVA efficiently handles thousands of concurrent calls and seamlessly auto-scales to manage tens of thousands of concurrent calls, offering a highly secure and highly available serverless SaaS service or the flexibility to operate within a client's own cloud or on-premise infrastructure.

### RESPECTS USER CHOICE TO OPT OUT

- 6 An agent desktop can be configured to allow customers to opt out of using voice biometrics which is an important legal requirement in some jurisdictions.

### AGENT DESKTOP

- 7 The agent control panel can be used to display the user's identity and verification status prior to an agent answering a call. This gives the agent identity verification feedback from the start of the conversation, improving user experience and reducing agent-handling time. Agents do not need to see or ask for personal information, maintaining privacy.

### ADAPTABLE DEPLOYMENT

- 8 EVA offers versatile deployment options, including cloud, on-premises, or hybrid infrastructure, ensuring seamless integration across environments. EVA can be deployed as VBaaS, enabling hassle-free implementation. This enables efficient data sharing and collaboration while maintaining strict control over sensitive information.

### ACTIVE LEARNING

- 9 EVA enhances voiceprints for unsuccessful verifications by incorporating audio samples from re-verification. Active learning techniques are employed in both active and passive modes to optimize voiceprint performance, ensuring a seamless and convenient experience for callers.

### VOICE BIOMETRIC PERFORMANCE AUDIT

- 10 Use EVA's fast cross matching capability to do a many against many simulated attack using the enrolled population to prove solution security performance. This audit process can be run by internal audit teams to ensure system integrity.

### SECURE FROM THE GROUND UP

- 11 EVA is built from the ground up to be secure. All voice biometric information and personally identifying information is encrypted in transit and at rest. There are multiple layers of security to stop any attempts at altering or stealing system data from both internal admin level people or external hackers.

### SUPPORT FOR INTEGRATED REPORTING

- 12 EVA utilizes Amazon Firehose to stream and transform EVA data to be consumed by reporting databases and business intelligence services such as Amazon QuickSight providing organizations with the ability to integrate EVA events into their chosen reporting platform for contact center and enterprise reporting.

### FRAUD DETECTION

- 13 EVA can check synthetic voice models, recorded voice playback models and known and suspected fraudster lists to protect organisations from bad actors attempting account takeovers or other malicious activity. EVA employs in-call fraud analysis capabilities to detect and alert potential fraudulent activities during customer interactions.

**\*Check out *EVA FORENSICS* product capability for a full description of EVA's fraud detection and prevention capabilities.**

