



Compliant. Secure. Voice biometric ‘speak on the dotted line’ for phone and smart device transactions

In today’s business environment customer signatures are time-consuming and expensive to obtain. Consumers are favoring companies that don’t require cumbersome paper forms to collect their authorization and in particular, organizations that offer “go green” paperless programs to conduct business.

Research shows that no matter what the industry, there is a 30-55% falloff rate when a paper process is involved in getting a signature from parties who are not face-to-face. However, that dropout rate goes to under 5% when a voice e-signature is obtained while the customer is captive on the phone and the administrative costs associated with the typical paper trail that accompanies hand-written signatures is reduced by up to 80%.

>> **VoiceVault Voice e-Signatures**

- Shorter sales cycle & increased closure rates
- Integrates into any call flow
- Legally binding equivalent of a hand-written signature
- Significant reduction in use of paper: lower costs and environmentally friendly
- Proven voice biometric technology - hundreds of thousands of voice e-signatures to-date

How does it work?

The fully prompted voice e-signature process takes less than 15 seconds and is based on a straightforward enrollment and verification process during which the user speaks two or three short phrases. These utterances are captured in a single step, typically while the user is on a call with a sales agent or in an automated process that enables a customer’s identity to be established.

Benefits at a Glance

- Increased closure rates and reduced agent follow-up time
- No specialized hardware or on-site software needed. Does not require a change to your call center / IVR / IT infrastructure
- Can be delivered as a fully hosted solution
- Eliminates costs associated with sending out paper for a hand-written signature
- Process improvement through shorter calls and the elimination of the reliance on expensive to obtain hand-written signature to consummate transactions
- Voice e-signatures are the legal equivalent of a hand-written signature in the US and EU

Compliant and Secure

Within the voice biometric transaction, VoiceVault acts as a trusted 3rd-party in delivering the e-signature capability. This status extends to repudiation claims where VoiceVault is able to securely and accurately provide voice biometric evidence that the person making the claim did in fact electronically voice sign the transaction under dispute.

In the US, voice e-signatures are recognized as legally binding under:

- The E-Sign Act
- HIPAA / CMS
- DOI
- FDA 21CFR Part 11

In Europe, voice e-signatures can be incorporated into processes that generate e-signatures with the resulting voice e-signatures being legally binding as defined by EU Directive 1993/93/EC.

Flexible and Versatile

Voice e-signatures can be used within any phone or smart device based process where a traditional hand-written signature would normally be required. With no specialized hardware or on-site software required, the solution can quickly and easily be incorporated into an existing call flow or smart device application. Working with our partners, VoiceVault can provide a fully hosted solution that enables for very rapid deployment.

Voice e-signatures can be used in insurance / mortgage enrollment applications; authorizations and approvals; phone-based sales or to simply electronically capture that a person conducted a transaction. In fact, anything in the digital domain can be signed. The value and nature of the transaction will determine the security criteria associated with implementation.

