

SPITCH

driven by voice

CASE STUDY

Voice biometric verification for faster and more secure customer calls processing

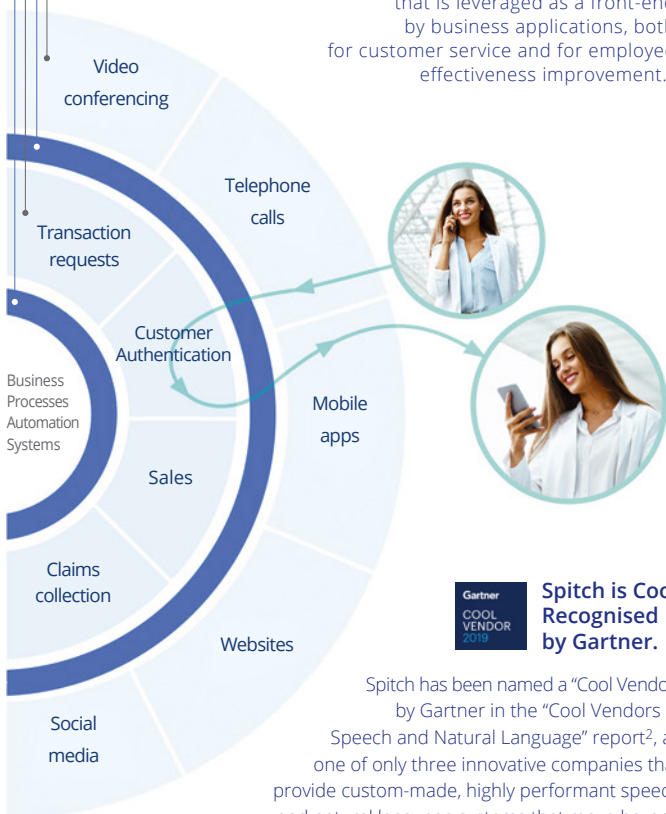
MIGROS BANK

Voice and AI-driven
core technologies

Information Services

Intelligent Conversational
User Interface

Communication
Channels



Spitch omnichannel conversational platform

Gartner predicts that, by 2025, 30% of major enterprises will have selected a single, enterprise-wide, conversational platform that is leveraged as a front-end by business applications, both for customer service and for employee effectiveness improvement.¹

Problem:

Migros Bank used knowledge-based customer identity verification for incoming calls. Depending on the nature of the information or transaction requested, the customer centre agent had to ask several security questions.

Solution:

Spitch integrated a voice biometrics solution that runs in the background during the conversation between the customer and the agent, allowing agents to see the outcome of the identity verification after only a few seconds from the start of the call.

Business benefits:

- The average call processing time has been cut up by 20%, helping to reduce costs.
- Customer satisfaction has grown thanks to the removal of emotional barriers that are associated with security questions, and minimization of identity theft risks.
- Increased security of transactions authorized by telephone.



Spitch is Cool. Recognised by Gartner.

Spitch has been named a "Cool Vendor" by Gartner in the "Cool Vendors in Speech and Natural Language" report², as one of only three innovative companies that provide custom-made, highly performant speech and natural language systems that move beyond what standard API and cloud offerings provide.



Antonio Zullino
Head of Customer Centre
Consumer Credit
Migros Bank

«Spitch's voice biometrics system was integrated into the bank's customer centre infrastructure seamlessly. Identity verification by voice biometrics meets all the regulatory and legal standards, including active opt-in, accepted by the majority of our customers. This solution really helps improve customer experience while reducing call handling time.»

Trusted by a wide range of partners and customers:



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1 — <https://www.gartner.com/doc/3956529>
2 — <https://www.gartner.com/doc/3970415>

Future potential:

Deploying Spitch voice biometrics hybrid solution with automated answering helps enhance the range of services provided by the bank's customer centre during and after business hours. A system upgrade adding the Spitch fraud prevention capability based on voice biometrics caller identification will allow to detect known and suspected fraudsters.

In the near future, such services will become a standard part of conversational user interfaces in the financial services customer centres. Reliable ID verification opens up a range of possibilities for further robotization of processes where authentication is essential.

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