



OneConnect Financial  
Technology Co., Ltd.

# Voice Recognition

Biometric-Powered  
Identity Verification



Call centers are typically associated with long waiting times and lengthy verification. With OneConnect's cutting-edge voiceprint recognition solution, you can authenticate your customers within a few seconds as they speak to customer service officers, and improve your service levels. Voice biometrics leverages on the uniqueness of voice, providing a more convenient user experience and greater security in identification authentication.

## Features of Voice Recognition



### Quality Voice Extraction Technologies

A comprehensive solution which includes:

- Quality voice extraction
- Silence detection
- Noise detection
- Liveness detection



### Versatile Enrolment & Verification Method

Our voiceprint recognition solution supports both the "letter-based" and "random speech" methods, which can be applied in many business scenarios:

- The "letter-based" method will display randomized sets of letters for the customers to read out. Enrollment takes approximately 11 seconds and verification takes approximately 3 seconds. This method is commonly used for authentication in app login with better accuracy and shorter verification duration.
- The "random speech" method requires customers to speak without constraint on the speech content. Enrollment takes approximately 20 seconds and verification takes approximately 10 seconds. This method is commonly used for authentication in a call center context for a seamless customer experience.

## Benefits

### Better customer experience

The standard procedure of questions used to verify the identity of a user can be frustrating. Using voiceprint technology, only a few seconds are required to verify the identity of your customers.

### Prevention of fraud

Voiceprints cannot be impersonated or replicated, and thus increase the call centers' security standards.

### Cost savings

By slashing call time and lower operating costs, call centers can save money, increase efficiency and boost convenience and security.

### Easy implementation

Customers only need to register themselves once, either through historical voice records or real time enrollment.

## Use Cases

### Caller Verification

Commonly used by call centers as the second-factor authentication of customers to optimize the identity verification process and enhance the customer calling experience.

### Voiceprint APP Login

Prevent the risk of password leakage and provide a smoother user experience at app login.

### Fraud Prevention and Detection

It marks those calls that are scored higher than the threshold score and identifies listed fraudsters by their voices, comparing the captured voice with voiceprints stored in the blacklist voiceprint database. Thus, it detects fraudsters and triggers alarms to fraud teams. The identified suspected fraudsters are added to a watch list of fraudster voiceprints and blocked when calls are made in the future. The entire process happens automatically, eliminating manual, expensive and time-consuming manual checks.

## Why OneConnect Voiceprint Solution?

### Proven & Robust Technology



The voiceprint recognition APIs have been called 180 million times in 1.5 years.

### Massive voice data



Our speech recognition technology is trained using more than one billion voice samples.

### Highly accurate & efficient



- The accuracy rate is 99.1% for text-independent, and 99.8% for text-dependent.
- Voiceprint matches are typically detected within approximately 10 seconds of caller talk time.

### Rich industry experience



Our technology is widely used in more than 100 application scenarios such as call center authentication, phone banking authentication and help desks, across many industries including government, healthcare, insurance, banking and education.



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### Data Protection & Privacy

OneConnect will work closely with you to ensure your firm stays compliant with applicable data protection and privacy laws throughout our engagement with you. We will take care to ensure we fulfill our obligations as a data intermediary to protect your data accordingly.

To find out how OneConnect Solutions help you to stay ahead of the innovation curve, visit [www.ocft.com.sg](http://www.ocft.com.sg) or email us at [PUB\\_YZTMARKETING@ocft.com](mailto:PUB_YZTMARKETING@ocft.com).

