



# IMPROVE CUSTOMER EXPERIENCE THANKS TO SPEECH TECHNOLOGY

## Improve your call flow and security with **voice biometry**.

Easily identify your customers **through the unique sound of their voice** using our integrated voice biometrics technology: verify who's calling by matching the talking caller with your customer database. No more need for passwords, customer codes, and so on: just let the customer and the agent start the conversation, while the system matches the caller's voice with the right customer CRM file.

This **effortless and invisible process** results in happier customers and shorter call times, while drastically enhancing security at the same time - even enabling you to **spot frauds** and people trying to impersonate someone else.

In high-security environments or cases, voice biometrics can be used to **improve current authentication systems** as part of a two- or multi-factor verification setup.

## Improve call quality with automated call and recording monitoring.

Nowadays, the average contact center monitors only 2-3% of all calls, resulting in a gigantic loss of potentially valuable information. What if you could **automatically analyse and extract information from up to 100% of your calls** instead of a just small fraction? Wouldn't that be a great way to improve agent coaching and conversation quality?

Our **automated quality monitoring solution** can extract all available information from call recordings – and even live conversations! – and feed back information to agents, supervisors and administrators. Search for key words, detect topics, or even transcribe full conversations. Very handy to **check legal call compliancy** in an automated way as well.

Non-verbal information (long pauses during a conversation, crosstalk,...) can also be extracted, giving you even more options for deep analysis.

## **Better insights** thanks to data visualisation.

Data is worthless if it's not used properly. Enrich traditional KPI's and call statistics with CRM- and speech data for a better understanding of your day-to-day contact center operations. **Visualise everything in easy to understand dashboards**, thanks to our dashboard building tools.



## Be compliant with EU's new General Data Protection Regulation (GDPR).

The EU General Data Protection Regulation (GDPR), coming into effect in 2018, is considered as the most important change in data privacy regulation in 20 years. The **impact on the contact center business** and -technology as a whole is **massive**.

Our new solutions are designed with GDPR in mind, including the most stringent of data protection-, private data- and anonymization rules. Speech technology can be used to automatically anonymize parts of calls, while manual tagging and advanced export options **ensure that no personal data leaves your contact center** or other company divisions.



## MyForce playing a vital role in the Horizon2020 BISON project

We are very proud to be able to state that we are **one of the very few Belgian SME's that was granted funding** as part of EU's Horizon2020 Framework Programme for Research and Innovation. This programme has been set up to make it easier for the public and private sectors to work together in delivering innovation.

Many cutting-edge solutions and new technology described above have been developed thanks to the Horizon2020 BISON project, consisting of a consortium of 8 partners. **MyForce acts as main technical integrator** within this consortium, consisting of other public institutions and private companies such as Phonexia (CZ), Telefónica I+D (ES), EBOS (LUX), ComData (CZ), Telefónica Móviles (ES), Brno University of Technology (CZ) and University of Bologna (IT).

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Contact center telephony  
Speech processing  
Voice biometry  
Data Visualisation  
Survey tools

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