

# Sea Applications

## SeaMail - Viometrics



The phone is one of the ways your customers and internal users most frequently access critical information, and the need to protect this private data is a challenge organizations increasingly face. Managing security breaches has become a source of concern in recent years, leading organizations to continually explore new ways of making business-critical applications ever more secure.

Voice biometrics is increasingly used by organizations that provide access to sensitive systems. Everyone's voice is unique, just like a fingerprint. Viometrics enables organizations to use a convenient, non-intrusive, and cutting-edge technology to authenticate a person's identity based on their vocal pattern.



Viometrics functions as a password replacement tool and works in two steps: registration and authentication. During the registration phase, the system is trained to recognize the unique characteristics of a person's voice. This reference voiceprint is then used to authenticate the user and allow access.

- ✓ Reduce expenses associated with administering password policies and manual verification methods using live agent support.
- ✓ Users no longer have to remember passwords/pins and the risk of stolen or shared passwords is eliminated.
- ✓ Remote cell phone users have the convenience of hands-free access to important information and services.
- ✓ Viometrics does not require special hardware or training. Users simply speak into their regular phone, cell phone, or VoIP end point, to activate voice verification.
- ✓ 4As of business risk management: Authentication, Authorization, Administration, and Audit.
- ✓ Patented and proven technology: Viometrics demonstrates a significantly lower rate of both false rejection (wrongly rejected) and the highly critical false acceptance (wrongly accepted) than other voice biometric systems.
- ✓ Two levels of security: In the Optimally Secured Solution, the user speaks a single sentence during the authorization process. The Extremely Secured Solution adds an additional layer of security by asking the user to also repeat random sets of numbers.
- ✓ Reporting: Viometrics allows administrators to report on usage, as well receive real time alerts on potential security breaches.

### Secure Voice Mail access

A user's identity is authenticated through voice biometrics, rather than via password entry, providing secure access to personal voicemail boxes.

### Secure access to account info

In call center or IVR scenarios, financial institutions, health clinics, and any other organizations that provide highly personal information or services to clients benefit from voice biometrics.

### Physical access control & security

Phone lines often control access to physical spaces such as offices, or manage security in home or dorm situations. This method poses problems: someone must be available to buzz an individual in, or passwords may be forgotten in moments of stress.