

DEUTSCHE TELEKOM VOICEPRINT

INTELLIGENT AUTHENTICATION CONFERENCE

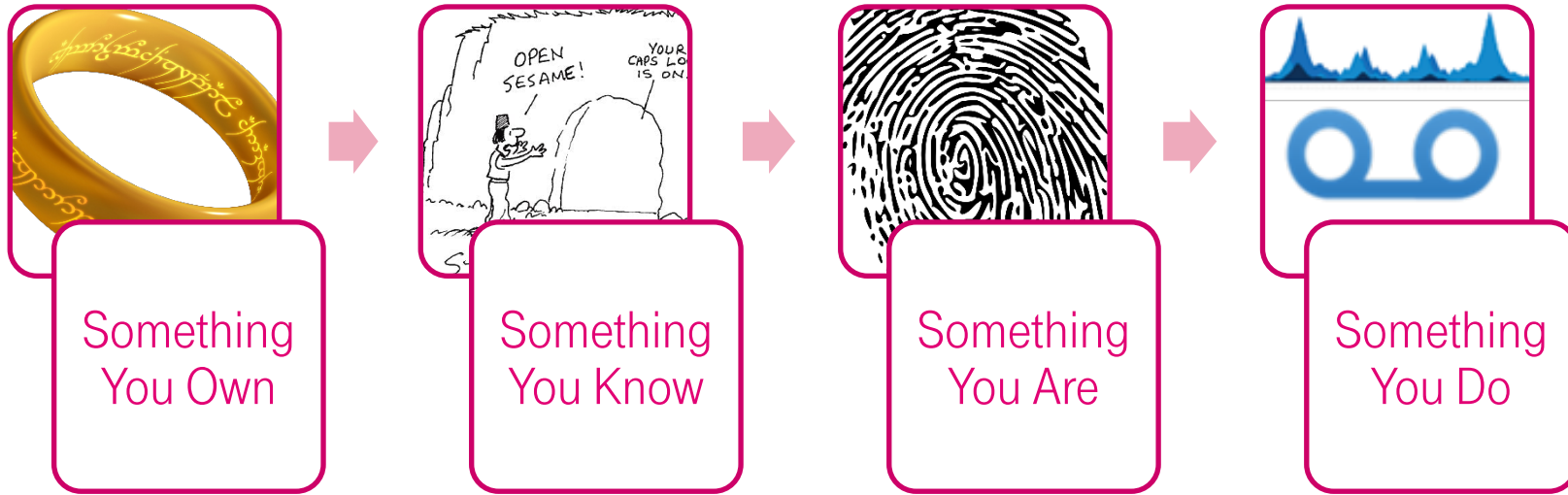
OPUS RESEARCH

04.06.2019, MUNICH

CAROLINE CLEMENS



EVOLUTION OF USER IDENTIFICATION



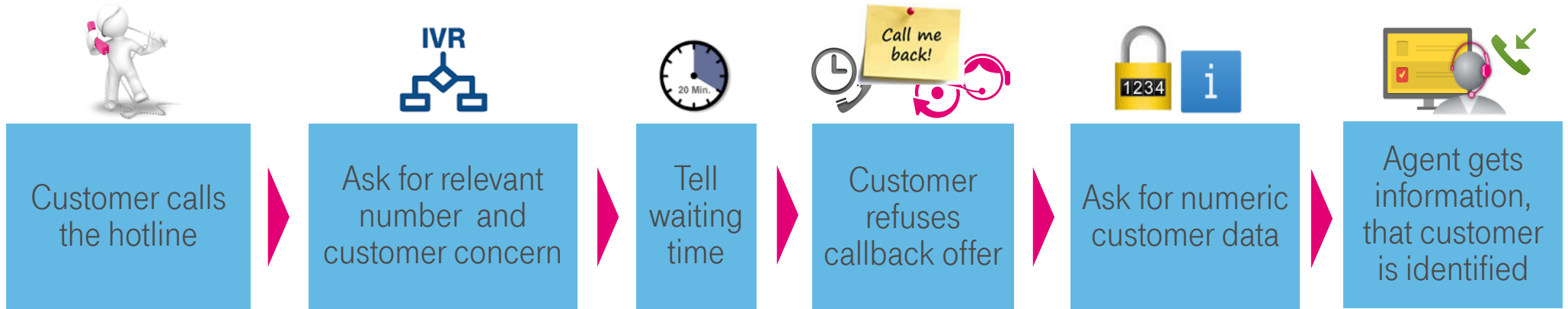
SPRACH ID

Your voice – your benefits

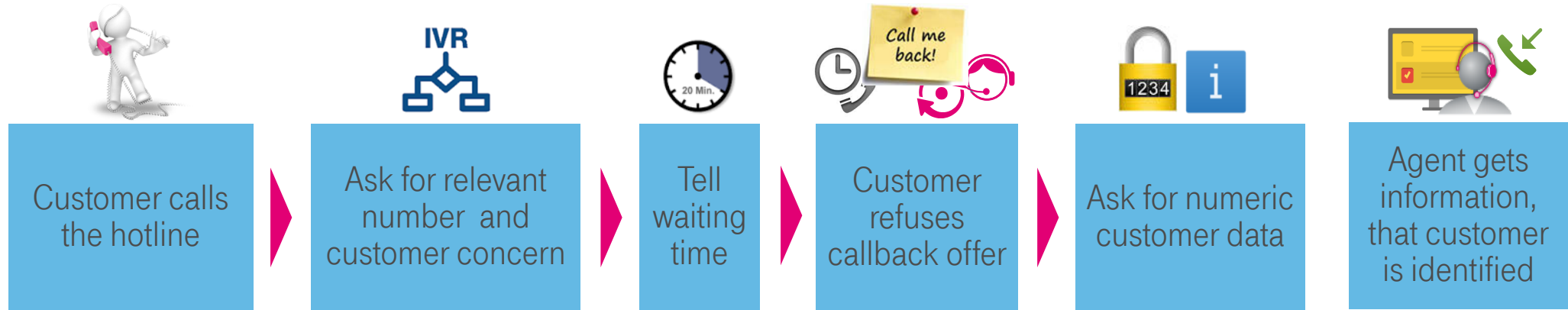
1. No more looking for customer data
2. No more forgotten passwords
3. Very easy usage, hands-free
4. TÜV-certified: Theft-proof and unforgeable



IDENTIFICATION WITH NUMERIC DATA SINCE MARCH 2017

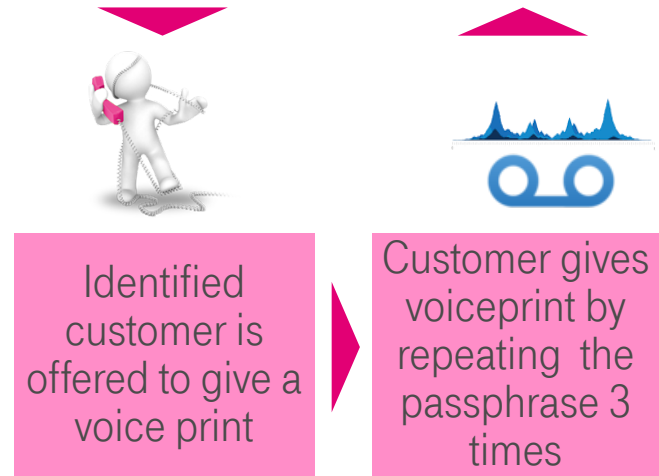


ENROLLMENT

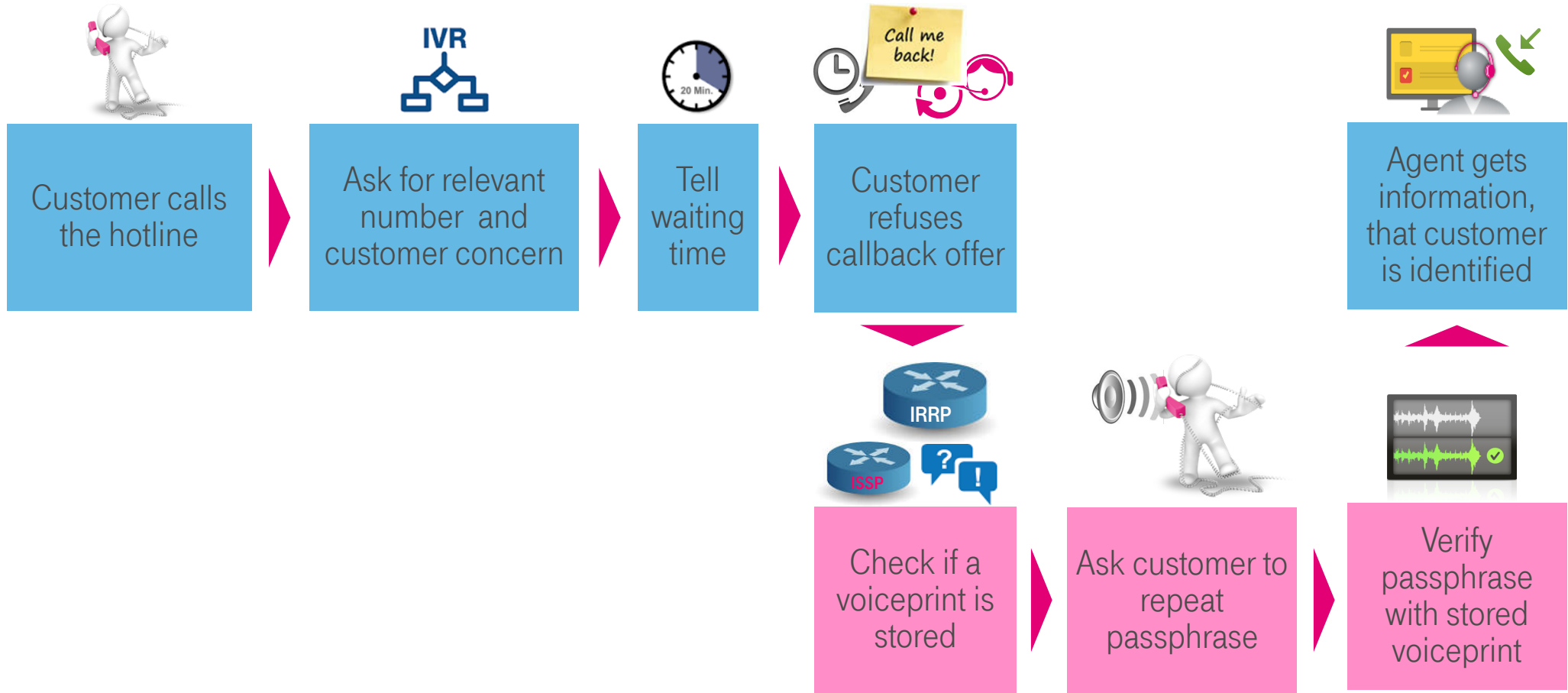


Conditions for offering voice biometrics to a specific customer:

- Caller confirmed or entered relevant number
- Caller has not set a special contract password
- Caller doesn't belong to excluded customer groups
- Customer concern is not an excluded concern
- Customer did enter correct numeric data



CUSTOMER IDENTIFICATION VIA VOICE



310.000

VOICE PRINTS

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VOICEPRINT IN THE FUTURE



- Multiple Voiceprints connected to one number
- Actively offer enrollment via agent
- Extend identification via Voiceprint
- Include passive voice recognition
- Use voice biometrics for fraud detection



BENEFITS FOR DEUTSCHE TELEKOM

- Safe and secure (TÜV-certified)
- Saves call handling time
- Innovative
- Full accessibility by voice only
- Customer satisfaction
- Enabling cross channel applications

„At Telekom my voice is my password!“



THANK YOU

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VOLUME LIMITERS

- Main on/off switch for identification
- Main on/off switch for voice identification
- on/off switch per service line
- on/off switch per agent skill
- Limiter for number of identification offers
- Limiter for number of voice identification offers

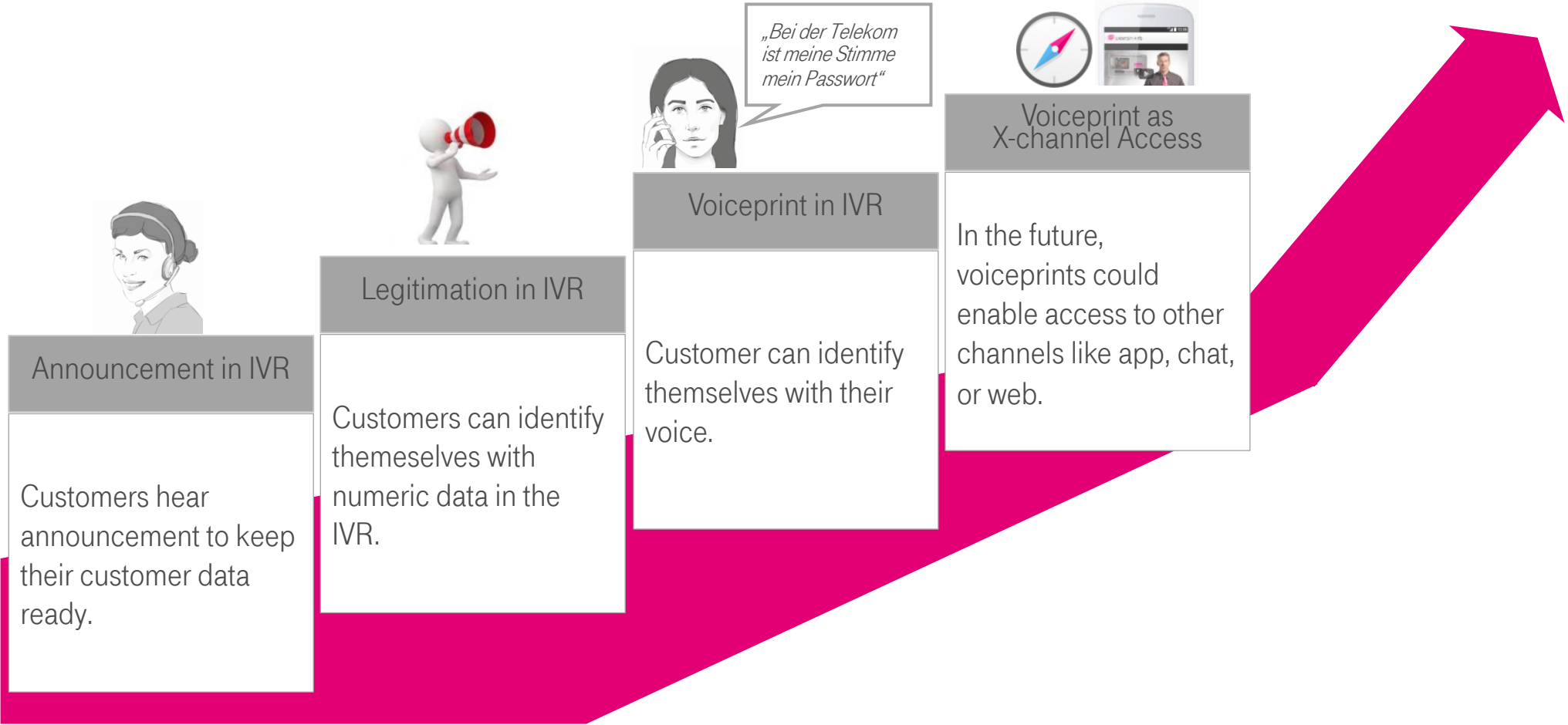


EVOLUTION OF USER IDENTIFICATION



LIFE IS FOR SHARING.

PROGRESSION IN LEGITIMATION OF CUSTOMERS



LIFE IS FOR SHARING.