



BROCHURE



Applications

ID ME

Identification & Verification made simple.



ID ME handles caller identification and verification for your contact centre, simplifying it while ensuring compliance. Agents and customers can get into the conversations that matter, sooner.

ID&V SEAMLESSLY.

Caller identification and verification is, of course, crucial.

But the fact remains it's a mundane and repetitive experience for both your agents and the customers calling you - plus it is a huge productivity drain. On average, an agent spends 30-45 seconds authenticating a caller. Multiply that by hundreds or thousands of calls a day into your contact centre and it adds up to a significant overhead in terms of resources and cost. ID ME was developed to solve these problems.

ID ME uses sophisticated techniques, including speech recognition and voice biometrics, to quickly and automatically identify and verify customers – in a matter of seconds - and frees agents from having to undertake the process themselves. That saves valuable time, allowing agents and customers to have the meaningful conversations that matter.

ID ME doesn't stop there when it comes to increasing efficiency. As it has been designed to work with a wide range of CRM applications, from legacy on-premise systems to the latest cloud solutions, ID ME can then present each agent with all the relevant customer details via a screen pop, confirming the ID ME interaction.

As a result, the agent can start helping the customer immediately, significantly reducing average handling time and increasing customer satisfaction.

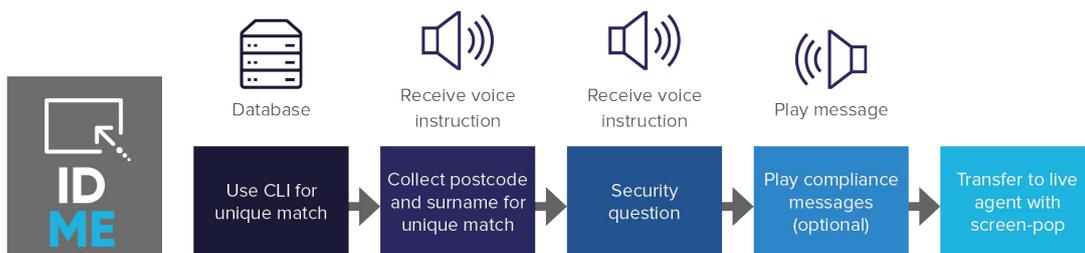
And ID ME has another trick up its sleeve. Calls can not only be routed to the next available agent, if necessary they can also be diverted to a specialist team, for example credit control or customer retention, further increasing efficiency and resource productivity.

ID ME also ensures that every caller is put through the correct authentication process, which is important in all industries and crucial in those that are regulated. It ensures there is no chance of a question being missed or an incorrect reply being allowed through. This also protects your agents, as they don't have to handle customer verification information.

BENEFITS OF ID ME.

- Reduces identification and verification to as little as seconds
- Identification and verification is virtually invisible to the customer
- Allows staffing for lower call volumes
- Increases agent and call centre productivity
- Intelligent call routing to agents or specialists
- Consistent, meticulous compliance processes
- Easily tailored for specific requirements
- Advanced reporting and MI capabilities
- Integrates with any CRM system
- Scalable from a few callers to tens of thousands per day

The ID ME call flow process





“ID ME allows us to identify and verify callers against the account details held in CRM. It’s saved us 45 seconds per call freeing up huge capacity in our centre. It’s been a resounding success”
FTSE Listed Utility Company

In Practice

ID ME connects to your CRM system using Computer Telephony Integration (CTI) and uses either speech recognition or DTMF (touch tone) to collect the required information from the customer. Once the identity of the caller has been verified the call is passed to the next available agent or a specialist team, depending on the circumstances, along with a customisable screen pop providing the status of the customers journey through the application.

Compliance statements and announcements can be played to the caller as part of the ID ME process as well ensuring the customer is made aware of company or industry governance during the call they are about to have. .

Voice Biometrics

With the new advances we’ve made in speech recognition and voice biometrics, IPI now offers the highest levels of security by allowing you to identify and verify callers based on a unique characteristic, their voice print.

The IPI voice biometrics solution can make identification and validation almost invisible. Callers are validated either passively during the initial conversation with the agent or actively by using a short pass-phrase, which eliminates the need for requesting information the customer may or may not remember. In cases where maximum security is required voice biometrics can be used in conjunction with something the customer has, such as a mobile device or card reader.

As with the more traditional approach, once customers are verified the call is passed to the most appropriate agent or team.

Built to your requirements

Every customer is different, so IPI designed ID Me to be highly customisable. This allows us to deliver a solution to meet your requirements today and one that can easily be adapted to meet future business needs or changes in industry regulation.

ID ME has extensive reporting capabilities which allow contact centres full visibility of every call, it’s status, what occurred within the application, as well as a host of other valuable data.

In addition, ID ME can be offered either as an on-premise application or as a hosted deployment that provides reliable, flexible and scalable on-demand services.

About ME

ME is a set of pre-built voice and media enabled applications designed to help organisations improve productivity, extend self-service and empower their workforce.

ME utilises CTI, IVR and SMS to deliver twelve standard applications, ranging from ID ME, which allows customer to identify and verify through speech recognition, to Q4 ME, our patent pending in queue call back solution.

Each application can be deployed individually to address a specific issue, or applications can be combined to address even the most complex of requirements.



CHANGE TODAY AND YOU CHANGE TOMORROW

The way we communicate continues to change at pace. Tomorrow has never looked so different from today. IPI is here to keep your business in touch with its customers.

With innovation in our DNA, we deploy pioneering solutions to help create the smartest, most efficient Contact Centres in the world. Optimised hubs that offer a more satisfying, more cost-effective customer experience.

And just as our offering is complete, so too is our support. Helping you to not just prepare for what's to come, but to embrace it.

Headquartered in Reading UK, with offices in Manchester and the Philippines, IP Integration is a leading independent contact centre systems integrator. We partner with many leading vendors, including Avaya, Verint, Microsoft and Blue Prism. We also develop in-house applications that support end-to-end contact centre deployments, and offer network service provision, through systems design and deployment, to post-implementation managed services 24/7.

Our team of experts understands the technical, commercial and organisational challenges contact centres face and offers a wide range of solutions that help organisations overcome them to increase effectiveness, efficiency and customer satisfaction.

Our customers range in size from 30 to 10,000 seats, such is the flexibility and scalability of our solutions, and are split across many vertical markets including finance, insurance, BPO, retail, travel, Gaming and leisure. In addition, IP Integration meets BSI standards in Quality Management, Environmental Management and Information Security Management.

Change your tomorrow, today. Get in touch.

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CONTACT CENTRE SOLUTIONS**