



## Who is VerifyMe?

VerifyMe is a Queensland company established in 2000.

Our team has has broad experience and highly developed skills in the Information Technology and Telephony industry and is acknowledged for the depth of expertise in designing and building voice enabled customer self service solutions.

Likewise, our IP Contact Centre expertise provides businesses an opportunity to deploy an on-site or hosted solution capable of unifying all customer contact options in a single all-IP system.

## What voice solutions can be delivered by VerifyMe?

VerifyMe designs and implements voice user interfaces for voice recognition, text to speech, voice authentication and call routing applications.

We provide solutions for a wide range of self service applications such as;

- Product ordering using voiceprints,
- Credit card payments,
- Requests for change of service,
- Speaker verification architectures for complex authentication requirements
- Technical diagnosis.

## What is an IP Contact Centre by VerifyMe?

Our IP Contact Centre is tailored to suit the needs of the modern business. Features include;

- Inbound telephone calls with interactive Voice Response and live agents
- Outbound telephone calls with preview and predictive dialling
- Computer calls from the web with keyboard chat, joint browsing, voice, video, and collaboration
- Email messages
- Voice and fax messages
- Wireless messages, SMS
- Seamless routing and transferring across the organisation
- Agents can be in one location or many locations.

## What products are used by VerifyMe?

VerifyMe chooses the technology that best suits your business case. We take into account the current hardware and software being used and the short and long term projections for the company when making our recommendations.

## Which businesses use VerifyMe voice solutions?

AUSTAR has deployed a Nuance Call Steering solution built by VerifyMe. This application;

- Captures the key identification information without requiring an operator

- Enables callers to be routed to the person most capable of responding
- Allows the customer speedy access to a greater range of specialist areas
- Removes the need for call transfers within the Call Centre
- Interfaces with speaker verification
- Is the first in the world to integrate an Avaya PABX with a Nuance Voice Platform via SIP.

AUSTAR has successfully deployed the first enterprise speaker verification application in Australia. There are very few similar applications worldwide. The Box Office ordering system built by VerifyMe has;

- Secure caller identification
- Very high levels of customer satisfaction
- Proven ROI within the first year.

Australian Taxation Office used VerifyMe for lead software engineering skills for the new range of voice applications and enhancements for Tax Time 2003. These were;

- Voice based Income Tax Lodgment Service
- Voice based refunds of imputation credits service
- Voice based Baby Bonus Claim

Centrelink used VerifyMe to provide;

- Consultancy services to Centrelink in the areas of VUI Design and speaker verification tuning and optimisation
- Integration services and advice for the integration of the Nuance Voice Print software.

Department of Education and Training NSW is using a hosted solution deployed by VerifyMe to meet requests from schools across the state for staff replacements at short notice. This has been achieved by deploying CosmoCom CosmoCall Universe 5.1 (CCU).

## How can VerifyMe help your business?

VerifyMe team works directly with you, without obligation, to propose a solution that can drive cost savings and increase customer satisfaction. We welcome the opportunity to;

- Analyse your current touchtone, web and voice contact centre systems and agent tasks
- Examine your business requirements
- Identify the business motivation for deploying an IP Contact Centre or an automated voice system
- Provide written and audio sample dialogs
- Provide live demonstrations of industry relevant voice automated systems

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Learn more about VerifyMe visit [www.verifyme.com.au](http://www.verifyme.com.au)  
or contact Ross Vickery  
ph: 0439 703 125 email: [rvickery@verifyme.com.au](mailto:rvickery@verifyme.com.au)