

Voice Biometrics

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What are voice biometrics?

- In its simplest form, a voice biometric is the unique representation of the characteristics that make up an individual's voice
- It will allow Inland Revenue to identify and verify callers with certainty and therefore do far more for them
- It reduces identity fraud

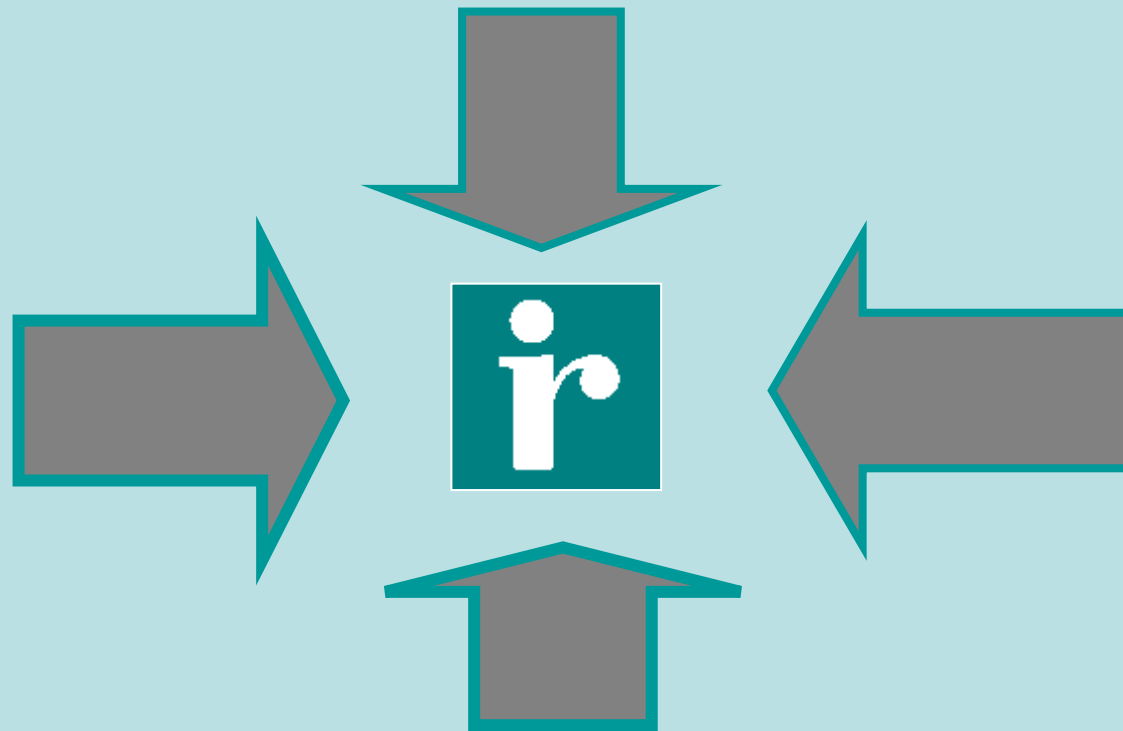
Why use biometrics?

- Cost effective – a biometric expansion to current SPK2IR identity and verification module
- Convenient and user-friendly for customers to use
- Instant verification process
- Future saving

Biometrics in Inland Revenue

Current authentication
takes time and limits what
customers can do

Identity
verification
and identity
theft for the
public service
is a real
threat



Inland
Revenue
is viewed
as a gateway
to wider
levels of
identity theft
across other
industries

Building for an “all of
Government” solution

Strategic priorities

- Influence voluntary compliance and address the causes of compliance risk
- Move customers to the most appropriate channel whilst also creating an environment to make it easy for customers to self manage
- Use our information to make timely decisions and build an intelligence-led organisation
- Improve the efficiency and effectiveness of government through working with other agencies and private providers

All of Government

- “All of government” is the alignment of multiple agencies with Government’s broader goals

It includes integrated services and supporting a whole of government approach to improving public services and access to agencies

- Voice i.d. is designed to be able to share voice biometric capability

Exactly how this is to be done is yet to be defined

- Voice i.d. demonstrates the seriousness with which Inland Revenue is pursuing All of Government solutions, in order to deliver better experiences for our customers

Identity theft and fraud

- People are targeting organisations like Inland Revenue to steal identities
- Risk to revenue
- Biometrics assures a high level of security
- Fraud detection opportunities

Benefits

Voice delivers three key benefits and tangible efficiency savings:

1. Reduced agent handling time
2. Increase use of existing self service
3. New self service now possible, such as 'reset online password'

Current state without Voice i.d.

- SPK2IR can only partially verify a caller
- Gives only access to simple automated transactions
- Passes the caller to agent only 'partially' verified
- Duplicate 'identities'

Future state with Voice i.d.

- Voice i.d. and SPK2IR can fully verify a caller
- Gives access to more useful and new transactions
- Passes the caller to an agent as fully verified
- Removes opportunity for duplicate identities

Questions?

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