

# Voice Biometrics and Virtual Assistant for 24/7 customer support

Award-winning voice bot effectively augments customer support teams. Callers are recognized and authenticated by voice.

AHT cut by 20%

24/7 Customer support

«Best Bot Award»



## Challenge:

The 190 customer advisors in the Migros Bank customer center received 650,000 calls in 2022 alone. Without the use of technical aids, this enormous number could only be handled with waiting times for the callers. Knowledge-based authentication (security questions) was in use.



## Solution:

Spitch integrated a voice biometrics solution that runs in the background continuously throughout the conversation authenticating callers after a few seconds of free speech. The virtual assistant can accurately recognize customer concerns and refer them to the responsible service point. The system can also handle queries automatically 24/7, send links to the Migros Bank website with the relevant content via SMS, and offer numerous other self-services, such as unlocking e-banking access devices, sending new activation codes, etc. Support is provided in multiple languages: in German, Swiss German dialects, Italian and French.



## Business benefits:

- The average call processing time has been cut by approximately 20%, helping to reduce costs.
- Customer satisfaction has grown thanks to the removal of emotional barriers associated with security questions, and minimization of identity theft risks.
- Voice biometrics ensures the highest level of security.

## MIGROS BANK

Migros Bank is one of the leading Swiss banks wholly owned by the retailer Migros with 67 branches in Switzerland. As a universal bank, it is primarily active in the business with retail and private customers as well as with small and medium-sized corporate clients. It was founded in 1958 by Gottlieb Duttweiler.



**Manuel Kunzelmann**  
CEO Migros Bank

«Spitch's voice biometrics system and the voice bot were integrated into the bank's customer center infrastructure seamlessly. Identity verification by voice biometrics meets all the regulatory and legal standards, including active opt-in, and the voice bot provides useful self-services 24/7. The fact that the voice bot solution achieved a podium place in the Best Bot Award encourages us to consistently develop our services in line with the wishes of our customers. These solutions really help improve customer experience while reducing call handling time.»



Spitch provides a full stack of omnichannel conversational AI solutions that improve customer experience and reduce costs

VA Virtual Assistants

SA Speech Analytics

VB Voice Biometrics

CP Chat Platform

KB Knowledge Base

AA Agent Assistant Suite

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