



Access Security

Access Security to buildings, rooms and safes has since a while been managed mainly with keys, badges and codes used by both internal and external company users. The security of valuables is subsequently often totally depending upon the reliability and trustworthiness of multiple people involved.

These challenges have recently led to the development of technology where legacy keys and codes are being replaced by One-Time Codes (OTC). Those systems decrease the dependence on human beings, as long as OTC can be delivered interactively.





Improve security while increasing flexibility and keep cost under control

iOTC (Interactive One-Time Code) transactions require virtual connections between locks, operators and enterprise control centres. For security reasons, companies tend to avoid IT connection between locks and control centres. Hence, information to be entered on the lock keyboards are generally communicated by control centres to users through phone conversations. This may require hundreds or thousands of daily phone calls from operators to exchange one-time identification, opening & closing codes.

The automation of such phone transactions save both lock users and back-office operators significant time and enable to improve the security and flexibility of access control operations without any cost increase.

VocaPack Access Security to manage automated iOTC operations

VocaPack AS delivers OTC codes to users automatically over the phone, according to the settings of all branches, locks and both internal and external users of the company. Those OTC codes are delivered by voice or chat interactively, precisely at the time users are in front of the locks, which considerably increase the level of security. It automatically detects and manages duress situations and

provide comprehensive detailed operation tracking. For banking institutions, it provides optional detailed operations validation against scheduled planning. VocaPack AS is a scalable configurable and packaged solution that leverages the most recent speech and cloud technology standards.

FAST ROI

Automating telephone interactions with a callbot provides fast return on investment: live operators can be used for higher value operations, waiting times for the user are reduced to virtually zero and reliability of interaction is higher.

TIME SAVING

Huge amounts of time can be saved on a daily base, on both sides : lock users and dispatching operators.

HIGHER VALUE FOR OPERATORS

Operators have higher value tasks and are more available for core business tasks. for core business tasks.

HIGHER USER EFFICIENCY

Operators have higher value tasks and are more available for core business tasks.

SCALABILITY

The solution is scalable with virtually no upper limit. Incoming phone lines can be added easily, the basic platform can handle 200 concurrent incoming calls with operations per server.

ANY PHONE WORKS

VocaPack AS supports mobile phones, smartphones, land lines and web displays with either vocal conversations or graphical chat's.

ENHANCED OPTIONAL SECURITY FEATURES

VocaPack AS can handle optional security features like evolved security planning, handling geo-located access rights by roles and precise time frames, in house or out sourced (SaaS).

INTERFACES WITH INTERNAL OR EXTERNAL SECURITY APPLICATIONS

In some cases, integration with external applications is possible, for example CIT (Cash-In-Transit) companies tour planings or employee time tables.

SPEAKER IDENTIFICATION/AUTHENTICATION

Optionally speakers can be identified/ authenticated by advanced voice technologies, and/or stress levels can be detected.

DURESS DETECTION

Inbuilt duress detection is included with capability to interface with an external alarm system.

HIGH AVAILABILITY

Redundancy, load balancing and/or hot fail over is a standard for VocaPacks.

AUDIT TRAIL FOR ALL REQUESTS BY PHONE

VocaPack AS traces all calls and provides a full reporting on all caller operations.



Features

CALL FLOW MANAGEMENT

- User identification
- Lock selection
- Operation selection (opening/closing/maintenance)
- Interactive one-time codes deliveries
- Duress management
- Call transfer to back office support
- Multilingual / multichannel user interface

ADMINISTRATION

- Branches & locks installed base management
- Users management
- Planning operations control
- Interlocking controls
- Operations tracking

About us

VocaBase SA/NV is a leading provider of self-service customer relationship solutions over the phone. The VocaBase foundation enables personalized design & execution of speech-enabled customer interactions. VocaPacks is a suite of packaged focused applications, developed with and running on VocaBase, to be seamlessly implemented and operated by business end-users.



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