



PALITTO CONSULTING SERVICES

Maximizing Contact Centers  
With Voice Integrations


















































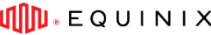

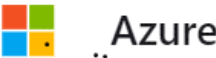

# PCS and BSB Relationship

## We are a Unified Communications Partner's Best Partner

- 25 Years as an Integrator, Full Stack Development Team
- Deep Credit Union Experience ~ 20 Years
- Mitel MSA and preferred Vendor
- Bringing Systems and People Together.



***Maximizing People. Process. Technology.***

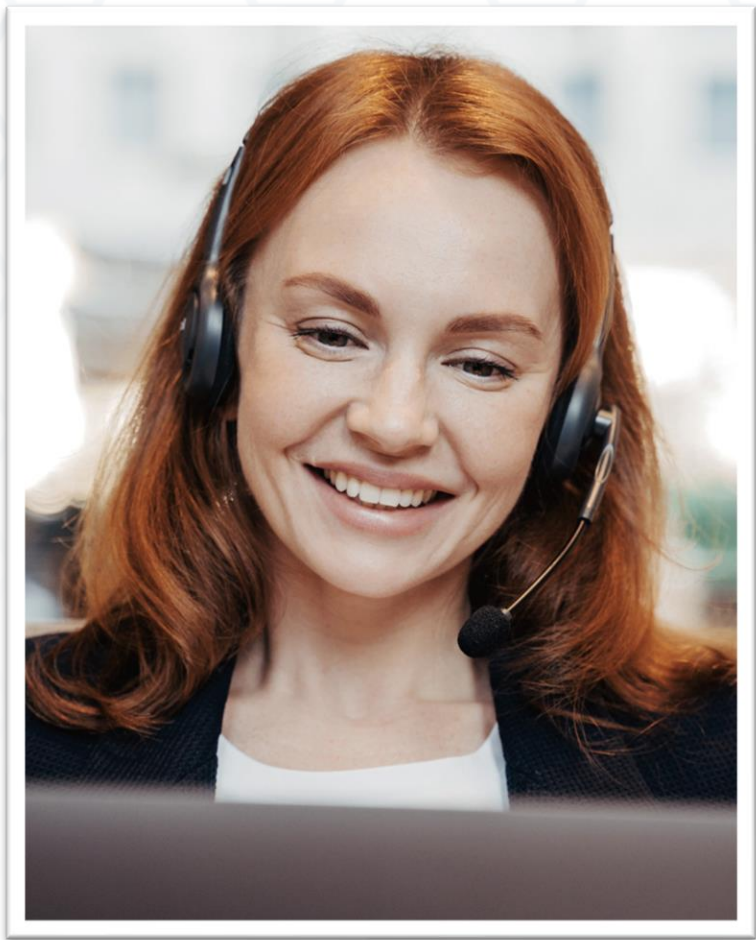
Recording, WFM & Natural Speech Tools	         
Automation & AI	     
Financial Core & Application Systems	             
Fraud Prevention & Biometrics	    
Fraud Alerts & Secure Payment Management	    
Data Warehouse Middleware	
Integration Expertise & Ecosystem Applications	    
Mitel Core Solutions can reside anywhere - Virtual or Appliance	      

# We Connect Your Systems and Vendors

## Professional Services

PCS brings these partners (and more) together with API data Integration to enable self-service and Single Pane Agent Interaction

# PCS IVR Host



# Voice Biometric

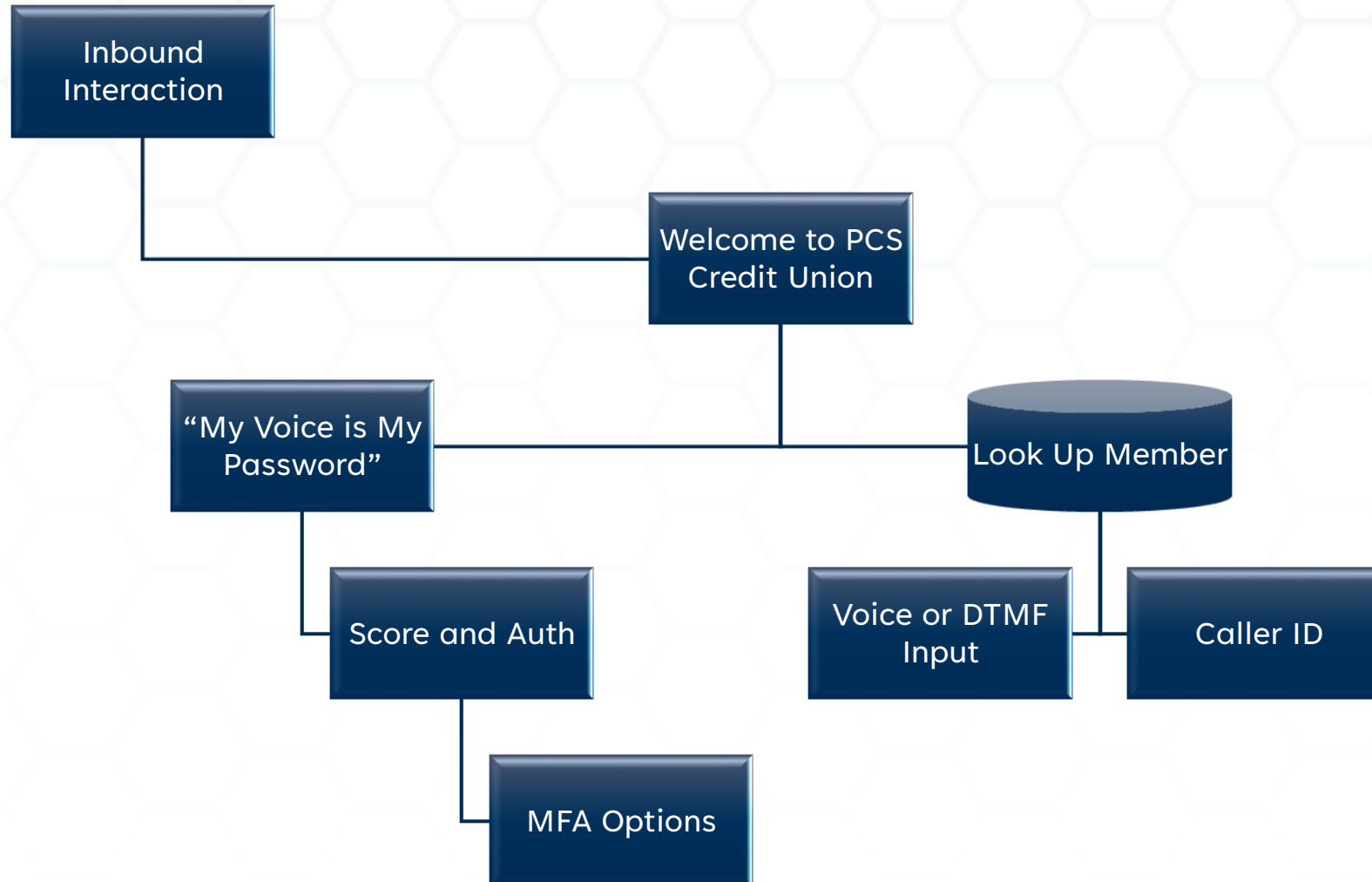
- We support Active and Passive Solutions
- Enables Digital Delivery Or Agent Assisted Journey
- Simple Agent Interface
- ID Follows Through Entire Interaction



LumenVox®

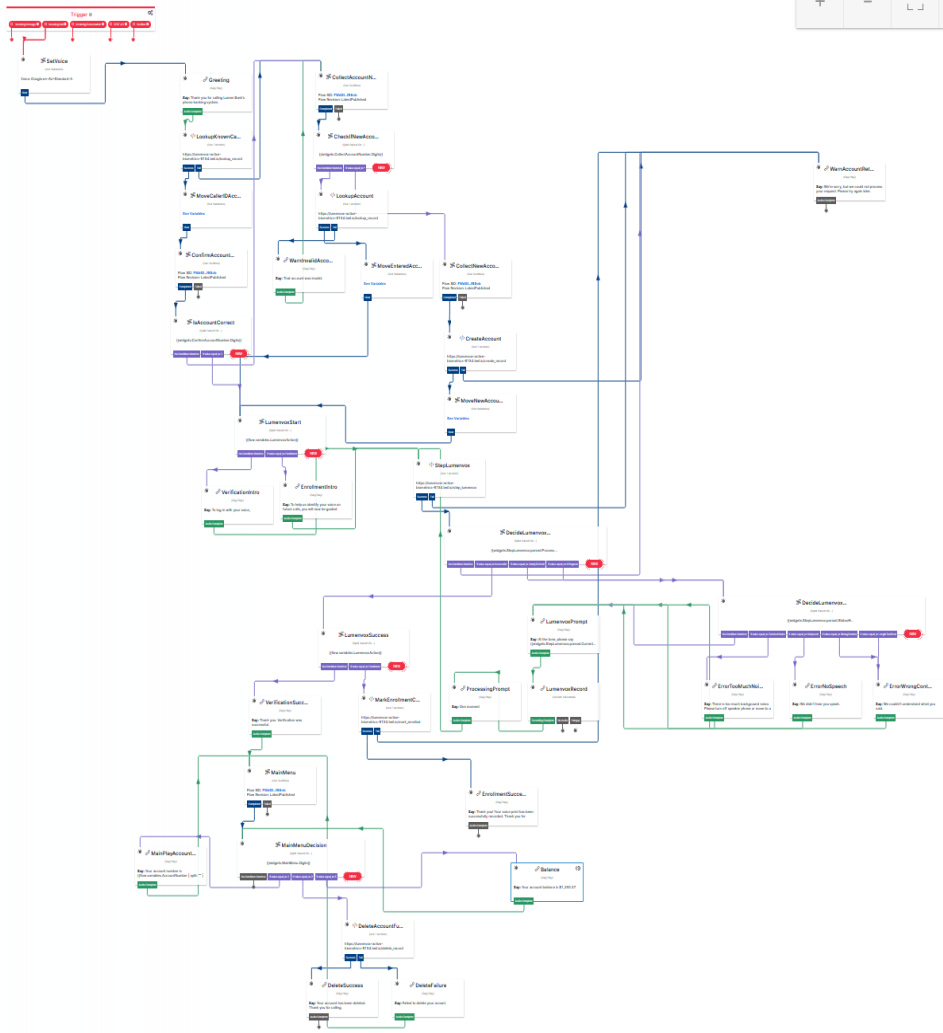


# Voice Biometric – Authentication





# Active Voice Biometrics - Demo



- LumenVox Active Biometrics Solution
- Simple Enrollment
- Streamline Authentication
- Personalize Experience

# Passive Biometrics From Illuma

87%

Less Time to Authenticate

95%

End User Opt-In Rate

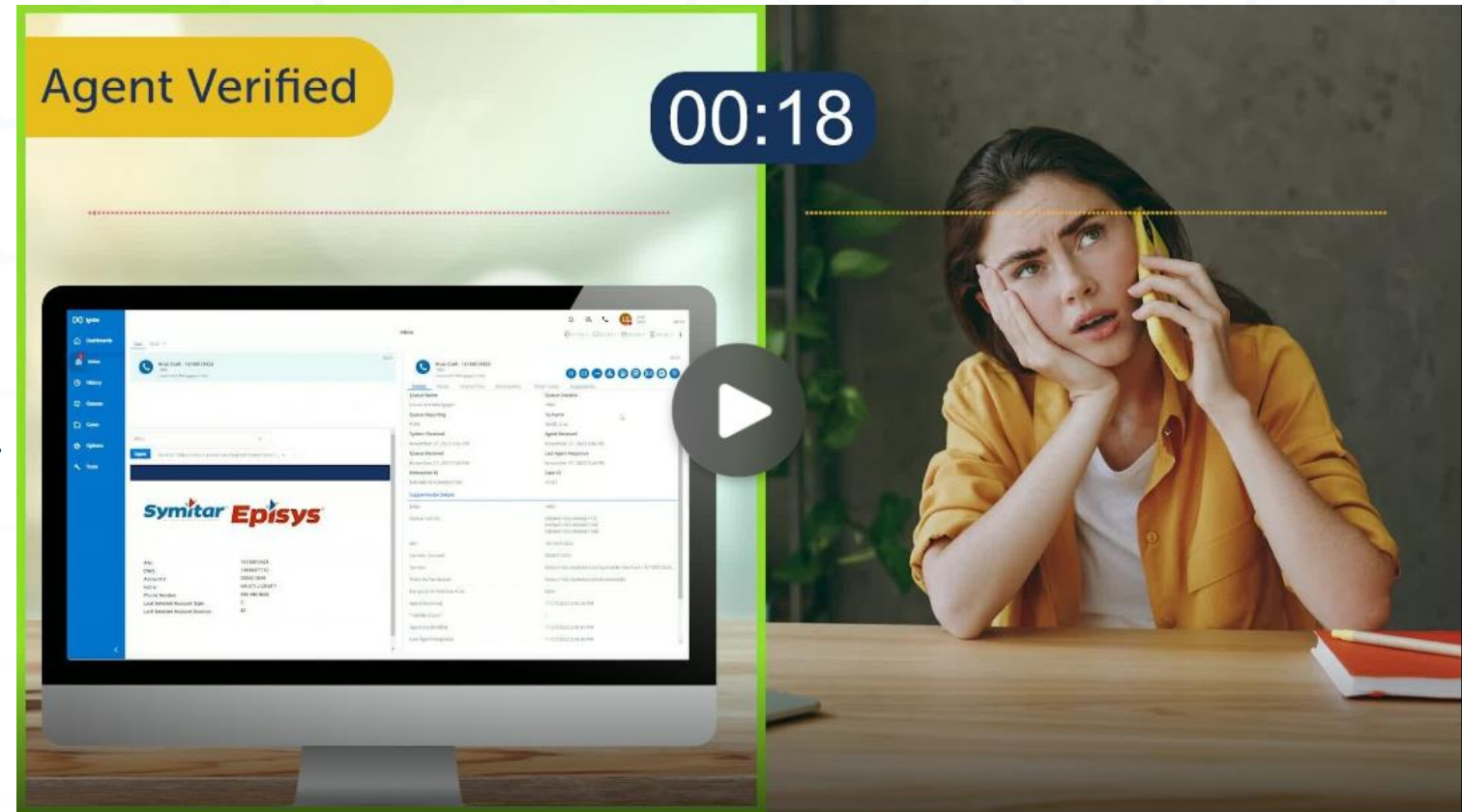
95%

Deepfake Rejection Rate





# Demonstration – Passive Biometrics

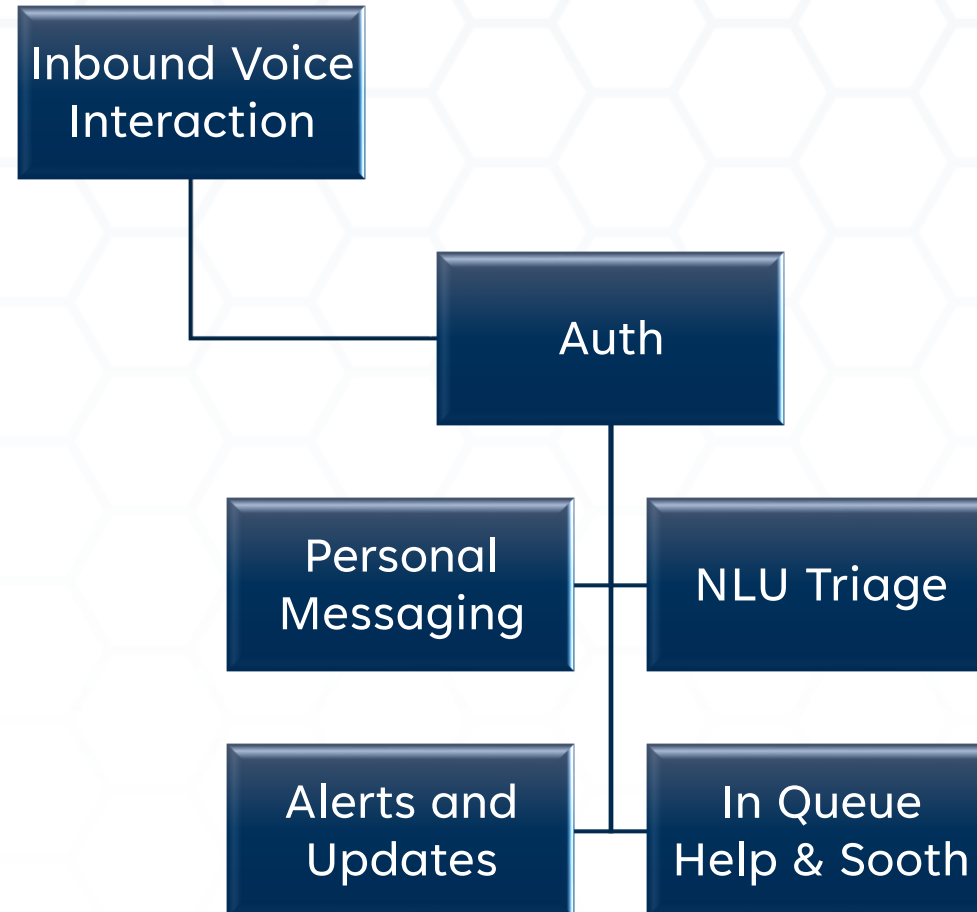


# Voice Applications

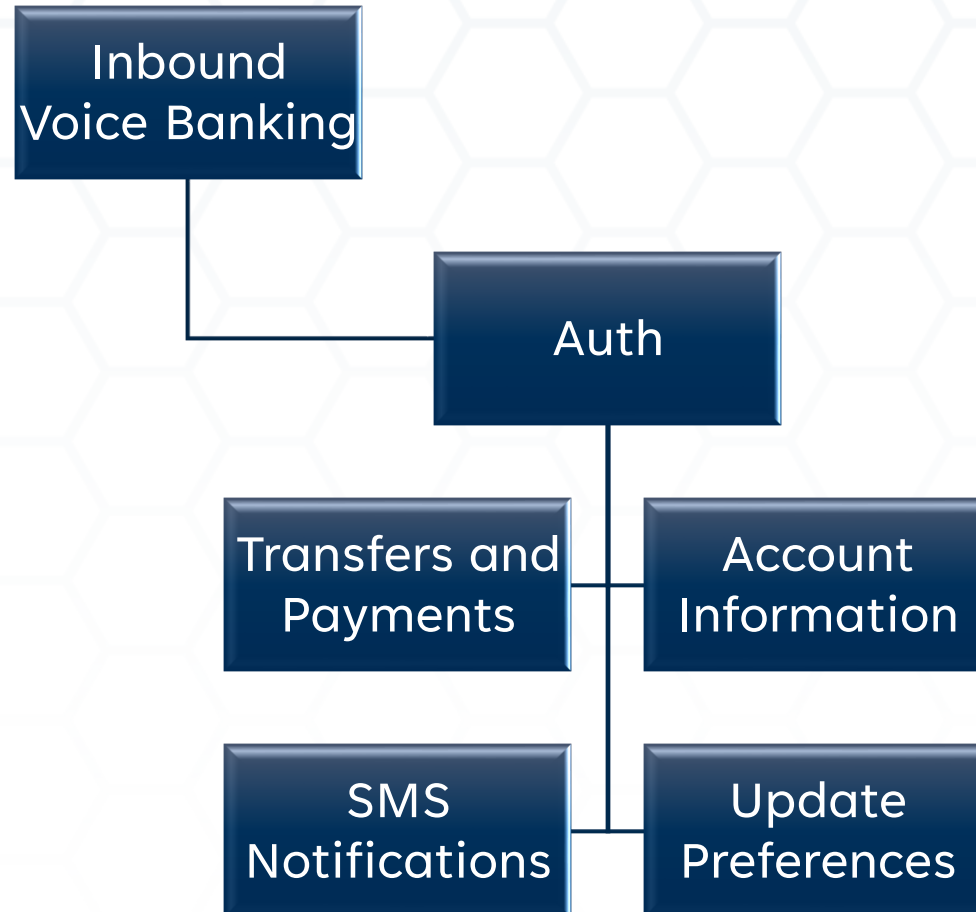
- Full ASR in MiVoice Business and MiCC
- Natural Language Orchestration
- API Plugin Architecture to Enable Your Line of Business Data
- Omnichannel Programmability
- Single Pane Experience for Agents



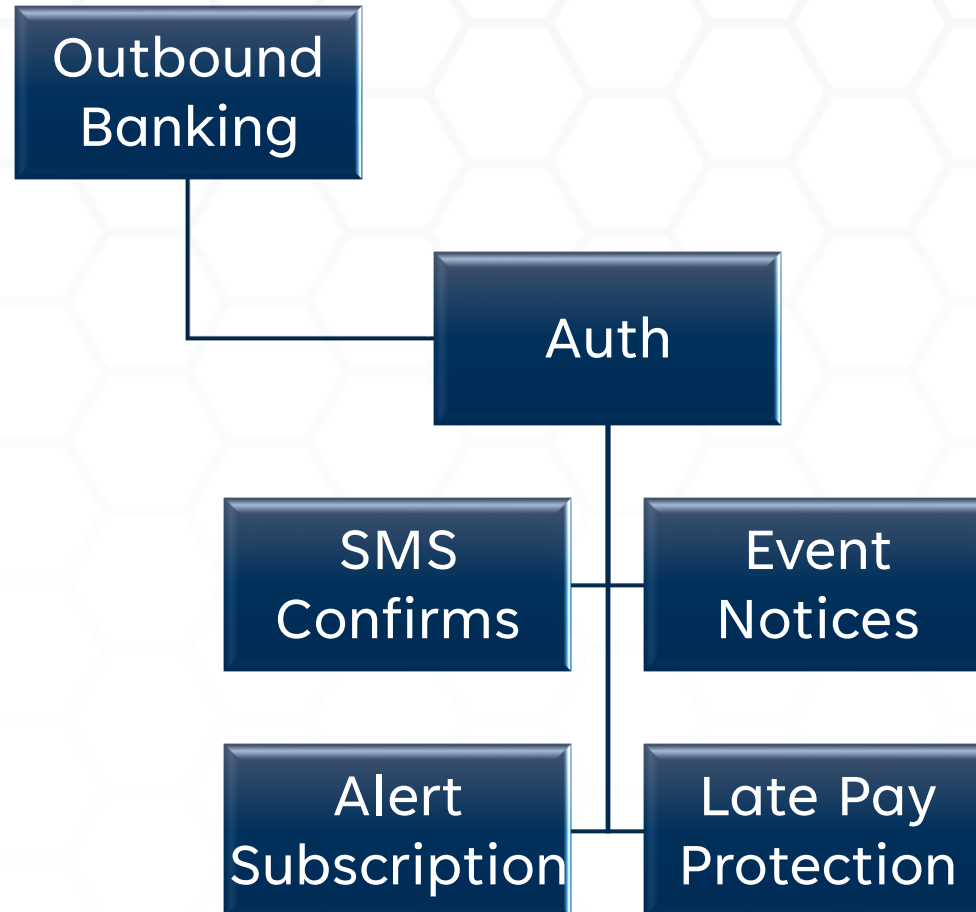
# In Queue Personalization



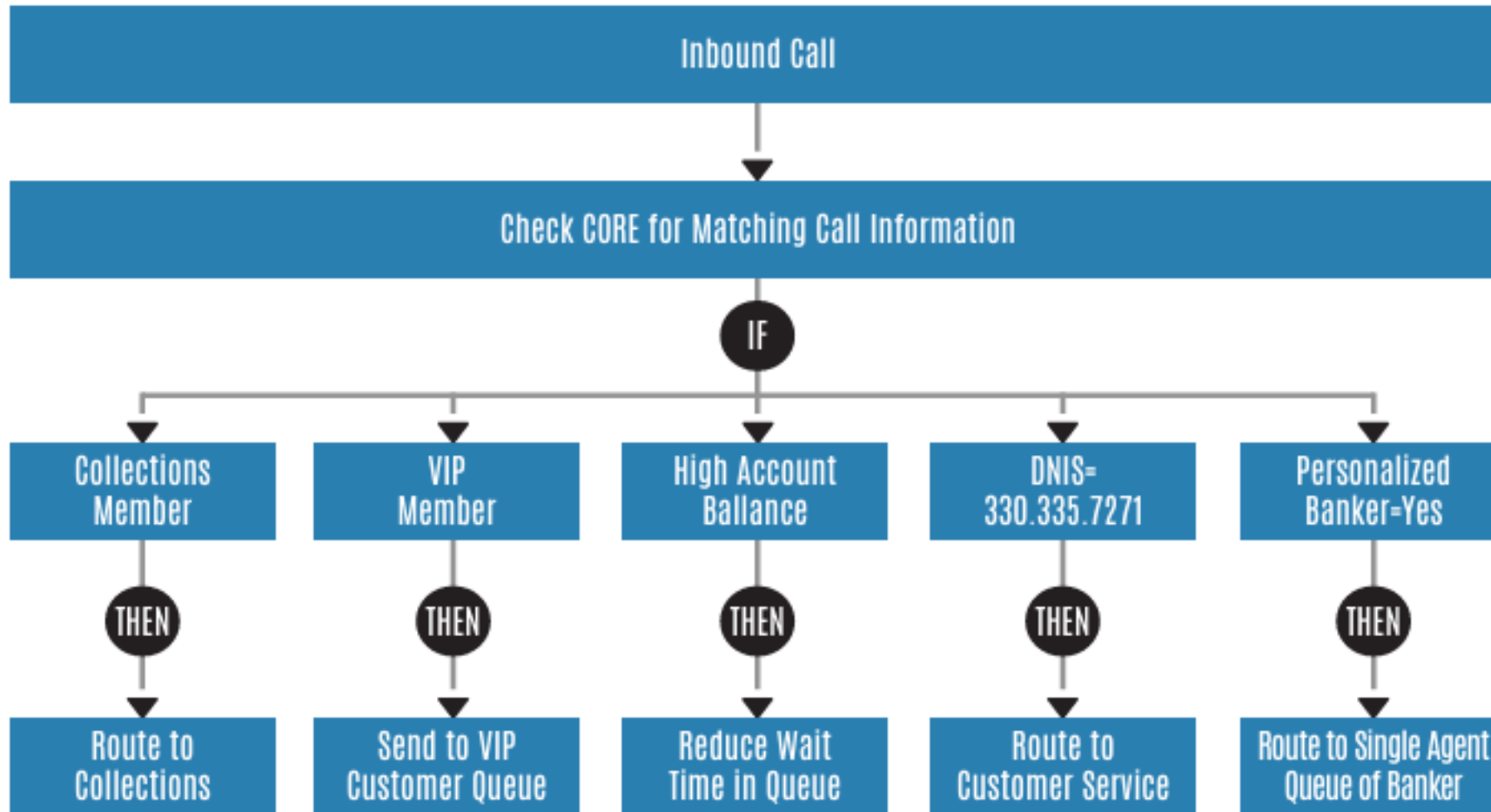
# Banking Self Serve



# Member Touches




















































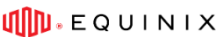



# Personalized Queuing Experiences





 **MAXIMIZING**



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# LumenVox Active Biometrics Demonstration

1. LumenVox Active Biometrics Process
2. Voice Biometrics Registration Process
3. Marvin will attempt authentication
4. Joel to be authenticated and access Account.
5. Discussion and Recap



LumenVox®