



# ExtendTime™ Voice Verification

## Using Cisco and Avaya IP Phones as Biometric Devices



### Features

- Cisco and Avaya VoIP compatible
- Multiple data collection methods
- Strategic Reporting
- Role Based security
- Employee self services
- Data Interchange Access

### Benefits

- Leverages customer investment in Cisco and Avaya IP technology.
- Ensures the integrity of the employees clocking.
- Eliminates the need to purchase and maintain expensive biometric devices.
- Eliminates the need to collect employee fingerprints.

The ExtendTime™ Voice Verification feature captures the physical characteristics of the human voice to verify the identity of employees when they attempt to clock in and out of the ExtendTime™ labor management system.

### Addressing the Issue of Buddy Punching

The age-old problem of employees clocking in for each other is sometimes called “buddy punching”. The American Payroll Association estimates that buddy-punching accounts for up to 5% of the gross payroll. By adding ExtendTime’s Voice Verification biometric feature, organizations can immediately stamp-out the practice of buddy-punching and significantly reduce payroll costs, while maintaining productivity.

### Overview

Using Voice Verification, you can confirm the identity of a person based on the person’s voice biometrics. Similar to a fingerprint, everyone has a unique voiceprint. Voice Verification works by digitizing a profile of a person’s voice to produce a stored model voiceprint or template. Biometric technologies identify the speaker’s unique voiceprint that is stored in databases in a manner similar to that of fingerprints or other biometric data. The pass phrase is usually a text or phrase, which can be either a verbal phrase or a series of numbers. The combination of the unique physiology and behavioral aspects of speech and voice enable verification of the identity of the speaker.

By utilizing either a Cisco or Avaya IP phone, this exclusive ExtendTime™ feature will provide an unobtrusive, cost-effective and easy mechanism for authenticating users. The ExtendTime™ Voice Verification feature eliminates the need to collect employee fingerprints or hand geometry. This feature can be activated randomly or every time an employee accesses ExtendTime™.

The log in process starts by the employee entering his or her employee number and password (optional) through the Cisco/Avaya IP phones. If the employee is selected for Voice Verification, the phone will display a message prompting the employee to pick up the handset when the phone rings. The employee will then be asked to speak his/her pass phrase into the phone which will be compared to their pre-recorded voiceprint. Ultimately, they are either allowed to continue or denied access to the application.

## Solution Features

- Connect Using Any Phone
- Interface to backend Time and Attendance Systems
- Security Enabled with full authentication capability
- Configurable Voice prompts
- Labor level support
- Dynamic Speech Synthesis
- Employee Self Service

## Benefits

- Anytime, anywhere access
- Reduce errors and time theft
- Reduce data entry
- Reduce payroll processing time
- Reduce unauthorized leave time
- Manage employee attendance

## Packaging

- Hardware Platform in 1U or 2U case
- IVR software
- Voice Cards - Optional

## Hosting

ExtendTime™ IVR is available as a hosted “pay as you go” solution for a company to Interface ExtendTime™ IVR to their T&A backend without purchasing any hardware.

# ExtendTime™ IVR

ExtendTime™ IVR is a state of the Art Interactive Voice Response system (IVR), built specifically for the time and attendance market. Built on a robust scalable engine ExtendTime™ IVR enables capture of employee time and attendance via readily available analog and digital phone input with voice prompts.

ExtendTime™ IVR offers a tangible Return on Investment (ROI) by automating your data collection process, providing remote data collection capabilities, reducing inquiries to the Human Resource Department, and reducing payroll error rates.

ExtendTime™ IVR can be accessed using any phone. The process begins with an employee dialing a telephone number into the IVR and being asked to enter their credentials for authentication. Once authenticated, the employee is then given the choice to punch-in and out or transfer to a cost center or labor level. The labor level concept provides powerful cost control by allocation of time to specific cost centers. Additionally, employees can clock in and out, receive text messages, view accrued benefits and work schedules, transfer work hours between departments and project codes; all from any phone.

ExtendTime™ IVR is available for interface to many time and attendance systems. The robust interface of ExtendTime™ IVR uses various methods such as XML, SOAP, COM objects and direct database connection to access host T&A systems. In some cases very custom interfaces are designed to accommodate a host T&A system.

