



## Voice Intelligence That Recognizes Key Caller Demographics In Seconds.

**VoxEQ is a voice intelligence solution that protects consumers and elevates customer conversations by unlocking the unique bio-signals within the human voice.**

VoxEQ helps contact centers better detect fraudulent activity, route calls more effectively, and elevate customer conversations from the first hello. VoxEQ is the only voice intelligence solution on the market that goes beyond basic intent and sentiment analysis to uncover demographics like age, birth sex or height to authenticate callers and enrich segmentation.

VoxEQ Solution Suite:



### Verify

Voice-Based Fraud  
Detection & Caller  
Verification



### Persona

Voice-Based  
Customer Demographics  
& Segmentation



### Prompt

Enrich Voice AI with  
Demographics for  
Conversational AI



# Persona

Voice-Based Customer  
Demographics & Segmentation

VoxEQ Persona helps match customers to the best-fit agent, script, or incentive offer –not just by issue, but by compatibility through the analysis of bio-signals in the human voice.

## Why Persona?

### ✓ Know Your Callers In Seconds

Get demographic insights on every caller, even first-timers, so your team can start with their best foot forward from the first hello.

### ✓ Connect Demographics to Purchase Behavior

Use buying habit overviews linked to caller demographics to personalize support journeys that drive retention and increase customer LTV.

### ✓ Enriched Caller Segmentation

Segment anonymous callers by age, birth sex, and height and get an overview of consumer buying habits to deliver more empathetic, personalized experiences.

## Use Cases

### ✓ Optimize Call Routing

### ✓ Dynamic Agent Matching

### ✓ Upselling & Cross-Selling

### ✓ Workforce Management Integration

### ✓ Customer Service Optimization

### ✓ Retrospective Enrichment & Analysis

## Ethical AI & Privacy Commitment



### No Biometric Monetization

No collection, selling, or sharing of biometric data.



### Bias Mitigation

AI trained for fairness.



### Privacy-first

No personal identifiers attached to voiceprints.



### Regulatory Compliance

Provides risk scores, not raw biometric data.

**VoxEQ**  
www.voxeq.ai

### Why VoxEQ?

Patented AI technology – Industry-leading capabilities.

Fast, scalable API – Pre-integration into industry leading CCaaS.

No Pre-Enrollment – Authenticate without caller opt-in.

Language Agnostic – Works globally in any language on day 1.

### Industries We Serve

Financial Services  
Federal Agencies  
Retail & E-commerce  
Travel & Hospitality  
Healthcare  
Enterprise