



# Voice Authentication

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## Tres Commas

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# Problem & Motivation

Current implementations are:

- Insecure
- Unreliable
- Tedious
- Inefficient for call centers



# Problem & Motivation

Desired Solution should be:

- Fast
- Easy to Use
- Secure
- Reliable
- Efficient for call centers

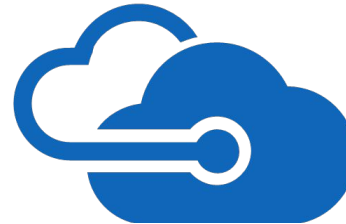
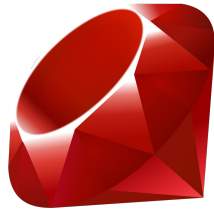
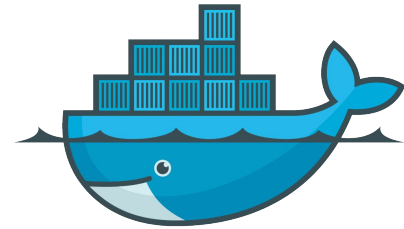


# Solution Overview

- Voice Biometrics Integration with an IVR tree
- Highly scalable distributed system with ease of deployment
- Modular components for easy plug-and-play

# Solution

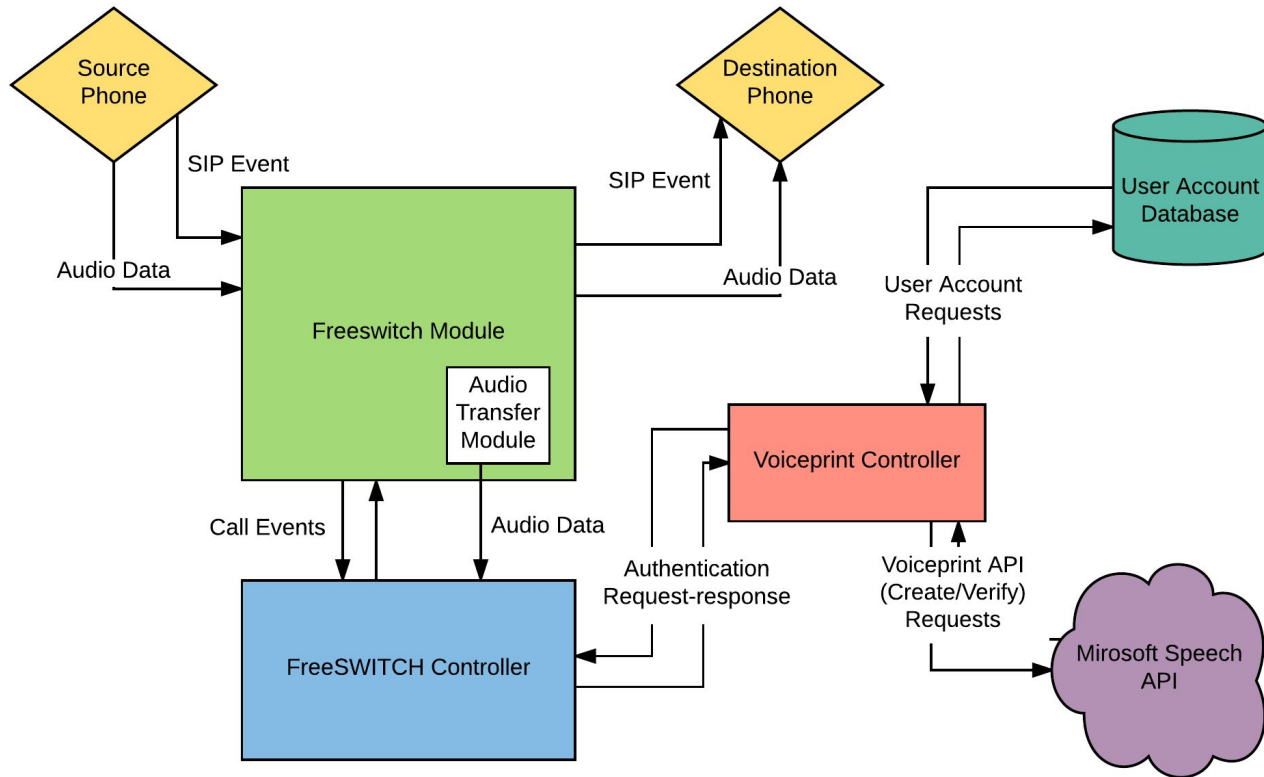
FreeSWITCH



Microsoft



# Solution



# Tres Commas' Development Practices




CODESHIP

# Tres Commas' Development Practices


```
freeswitch_controller/freeswitch_controller.rb
```

```
56 + end
57 +
58 + def create_user(username, number)
59 +   response = Unirest.post "#{SINATRA_SERVER_URL}/create_user",
```

 **mikeweaver** 12 days ago


You should create a single function that knows how to call the sinatra server. That way you will have a nice choke point to modify should you need to change the headers, URL, etc. Something like

```
def send_request(route, query_string_params)
  Unirest.post("#{SINATRA_SERVER_URL}/#{route}",
    headers: {"Accept" => "application/json"},
    parameters: query_string_params)
end
```

 Reply...


```
freeswitch_controller/freeswitch_controller.rb
```

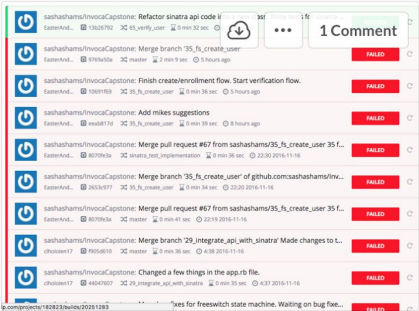
```
38 74      }
39 -   user_id = response.body.user_id
75 +   if !response.body[:error]
```

 **mikeweaver** 12 days ago


Seems like you should use HTTP response codes for success/failure, not messages in the body

November 19th

 **jeasterman** 8:06 PM ☆  
uploaded and commented on an image: [first\\_success.png](#)



First successful codeship build! WOOHOO!

 **arda** 8:15 PM 👍



## Current Status + Demo

- Account creation, enrollment, deletion, and verification
- FreeSWITCH & FreeSWITCH controller on isolated Docker containers
- CodeShip tests

# What's next?

- Web interface
- New roles:
  - Customer Support Agents
  - Managers
  - Admins
- Account for Call Support Agent availability
- Scalability and Distribution



Thank You  
Questions?