

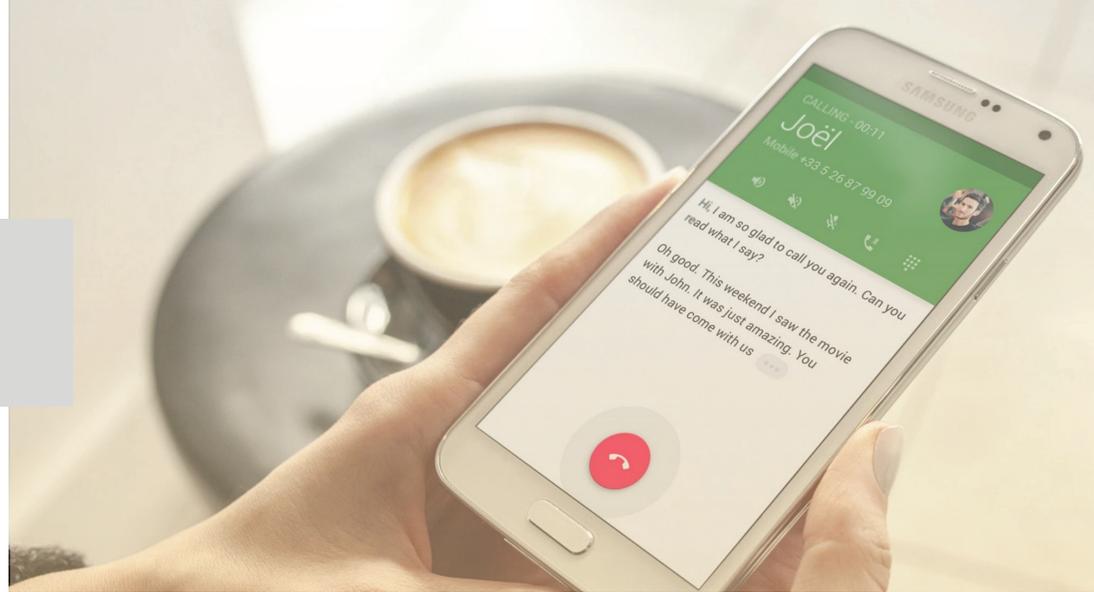
Product: Nexmo SMS API**Use Case:** Two-Factor Authentication**Industry:** Voice Recognition App

OVERVIEW:

RogerVoice is the leading telecommunications voice recognition solution for deaf and hard of hearing people. The app provides users with the ability to start a phone call and receive instant live transcriptions of what the caller is saying. It works in multiple countries and languages. In addition, the instantaneous speech-to-text and text-to-speech synthesis of phone conversations allows for a seamless communication experience.

CHALLENGE:

When a user makes a call from a VoIP app, their phone number appears as “unknown”. If the call recipient does not recognize the number, they are less likely to answer, thereby disrupting the user experience of the app. To solve this issue, RogerVoice sought a SMS-based user verification process to authenticate new registrant’s phone numbers, which are then displayed as a CallerID



Enables Deaf to Make Voice Calls Using Nexmo®, The Vonage® API Platform’s SMS to Verify Numbers

Strategy & Implementation

To overcome this user verification challenge, RogerVoice partnered with Nexmo to use its SMS API to enable two factor authentication for app registrants. When a new user signs up, they enter their phone number and receive a unique pin code via SMS. Once the user correctly enters their phone number, they are given full access to the RogerVoice app.

The Results

With Nexmo, RogerVoice successfully:

- Improved overall user experience
- Boosted overall user verifications
- Decreased developer resources using an API solution

“Using Nexmo’s user authentication API allowed us to legitimize the service and our user base. Nexmo’s customer support team have been efficient in helping me get set up, and have resolved any issues quickly. Nexmo’s global scalability is critical as we currently cover international markets.”

- **Olivier Jeannel**
Founder | RogerVoice