GTL Increases Inmate Identification and Fraud Prevention with New Voice Biometrics Feature
New addition to patented voice biometric able to search and detect an inmate voice throughout entire enterprise of stored recordings

FOR IMMEDIATE RELEASE

Reston, Virginia – August 29, 2017 – GTL, an innovation leader in correctional technology, education solutions that assist in rehabilitating inmates, and payment services solutions for government, today announced an enhancement to its industry-leading and patented voice biometric toolset with the addition of Voice IQ Search.

Voice IQ Search joins GTL's suite of biometric applications collectively known as Voice IQ, which serve as key security features within the company's Inmate Telephone System (ITS). Voice IQ Search enables investigators to query for any calls where an inmate's voice is heard – whether the call was initiated by that inmate or if the inmate entered the conversation after the call was already in progress. In addition, through the course of normal call searching, investigators can see calls suspected to contain multiple inmate voices and display the names and IDs of the suspected voiceprints found within the call.

"Voice IQ has served as a great tool for facilities wanting to end inmate PIN theft or gather actionable intelligence for investigators," said Eric Gonzalez, GTL Executive Director, Inmate Telephones and Intelligence Tools. "Adding Voice IQ Search allows investigators to quickly find the calls with suspicious activity, making them more effective and far more efficient."

By way of a real life example, Voice IQ Search was recently used in the case of an inmate who exchanged commissary goods for phone calls. Although initial voice biometric was required to place the call, the inmate encouraged others to start calls and then pass him the handset. The inmate mistakenly thought this would "hide" his conversations since they were taking place under another inmate's PIN and initial voiceprint. However, the new Voice IQ Search tool allowed investigators to search all calls where the subject inmate's voiceprint had been detected, not just calls started under his PIN and voiceprint. As a result, investigators were able to easily identify dialogue from the inmate that contained incriminating information.

As one of the most comprehensive, natural language speaker verification tools in the corrections industry, Voice IQ is comprised of:

- Voice IQ Initial – records and saves inmate voiceprints in a repository and accurately identifies inmates by requiring them to speak a specific phrase prior to making any calls.
- Voice IQ Continuous – detects potential fraud by comparing sound snippets from an inmate phone call to a recorded voiceprint to verify the inmate's identity in real time during the call.
- Voice IQ Search – enables the user to search for recordings where a voiceprint is heard throughout a wide selection of calls within a date range.

"GTL handles over 275 million inmate telephone calls annually, totaling over 3.3 billion call minutes, and Voice IQ can scan for a specific voice print through every single inmate call recorded on GTL's system, regardless of facility," concluded Mr. Gonzalez.

Voice IQ Continuous inmate verification is a state-of-the-art, fully-integrated, real-time component of the GTL ITS, and GTL has been awarded U.S. Patent No. 8,509,736 for the feature. GTL also has six awarded patents and eight patents pending for its voice analysis tools, and 14 patents and 17 pending for the ITS.

To learn more about Voice IQ or for a product demonstration, contact GTL today.

About GTL
GTL leads the fields of correctional technology, education, and government payment services with visionary solutions and customized products that integrate seamlessly to deliver security, financial value, and ease of operation for its customers and aid in rehabilitation and the reduction of recidivism rates for inmates. As a trusted industry leader, GTL provides services to 32 state departments of corrections, the District of Columbia, Puerto Rico, the Federal Bureau of Prisons, and 79 of the 100 largest city/county facilities, including 40 of the top 50, which comprise 1.8 million inmates nationwide. To learn more about GTL, please visit www.gtl.net or social media sites on Facebook, Twitter, LinkedIn, and YouTube.