



C A S E S T U D Y

Real Estate Client

Simple yet secured Voice OTP ensures the timely delivery if OTP fails to deliver via SMS fails to a leading Real Estate Client.

Here is an insight on how we collaborated with one of the real estate consulting clients and enabled it to #RouteItRight by enriching its 2-factor authentication using our product Voice OTP.

About the organisation

An exemplary real estate consultancy, following a process driven approach which is quite new to the real estate world. The company has pioneered innovative and professional real estate dealings and followed a path of success over a short period of time.

Product



Voice OTP



Challenges faced

Clients wanted to ensure the timely delivery of time critical messages, such as sending OTPs to their customers. A solution was required to ensure guaranteed delivery of such messages; in case OTP sent via SMS failed.

Scripted the success story by

Implementing Voice OTPs along with SMS OTPs

Designing a failover mechanism by using Voice OTP in case an OTP SMS is not delivered

The Voice OTP works very well. Once the call is answered by the user, the OTP will be prompted as a recorded audio that can be entered via phone or desktop.

Outcomes of #RouteItRight methodology

- High throughout support and consistency with proper DLR handling.
- Guaranteed delivery of time-sensitive information on consumer's mobile; like one time passwords, utility passwords.
- Dedicated connectivity to overcome any latency issue.

About Route Mobile Limited

Founded in 2004, Route Mobile is one of the leading Cloud Communications Platform service provider offering Communication Platform as a Service (CPaaS) solutions that caters to enterprises and OTT players (streaming media service) to improve their customer interaction & enhance customer engagement.

Route Mobile's communications platform comes with a unified API that includes wide range of products & services for diverse set of industries.

Route Mobile through its acquired company 365squared caters to telecom operators by providing them firewall, analytics & monetization solutions & Call2Connect offers world-class customer support solutions, back office & consultancy services as well.

