



Voice OTP Failover Mechanism

About the Organization

It is an exemplary real estate consulting, following process driven approach which is quite new to real estate world. The company has pioneered innovative and professional real estate dealings and followed a path of success in short span of time. Client has its headquarters in Noida with presence in major Indian cities.

Challenges Faced

Client 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.

Solution Deployed

- ▶ Route Mobile designed the Voice OTP solution to overcome the issue of critical OTP sms failure.
- ▶ If the SMS doesn't get delivered, Route Mobile sends the same OTP message over a voice platform with the transactional route to ensure the highest delivery issue.
- ▶ Once the Voice OTP is received and answered by user, he enters the OTP messages prompted through voice call.

Impact of Solution

- ▶ High throughput 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.