Biometric authentication and intelligent fraud prevention solutions for contact centers

Improve customer experiences, empower agents, and prevent fraud

Customers expect fast, easy, personal experiences when they call your IVR and contact center. But verifying them with passwords or personal information is slow, impersonal, and easy to exploit. Device-centric authentication is unreliable, inflexible, and can be spoofed. Both approaches create bad customer experiences, reduce agent productivity, and enable fraud.

Nuance layers advanced voice biometrics with other factors to verify the actual person on the other end of the phone. Our AI risk engine authenticates legitimate customers in seconds and detects fraudsters before they reach the IVR or an agent—reducing friction for legitimate customers, freeing agents to focus on delivering great service, and empowering fraud teams to prevent more fraud.

**** Outdated authentication creates friction and frustration, adds cost, and leads to fraud

40% of consumers can't remember their security question answers[1]

20% of ID theft victims reported their phone number was stolen and/or cloned[2]

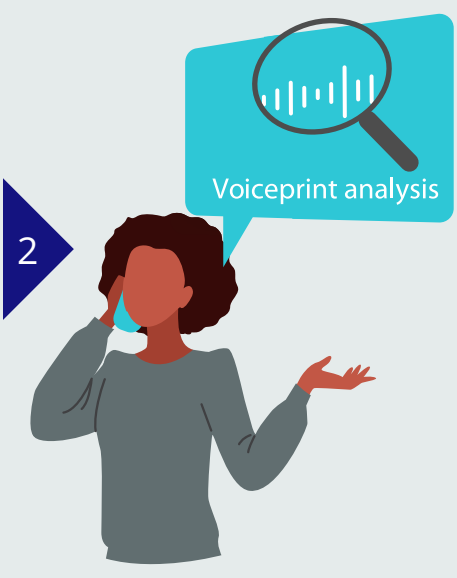
5-10% of agent handle time is spent on identity verification[3]

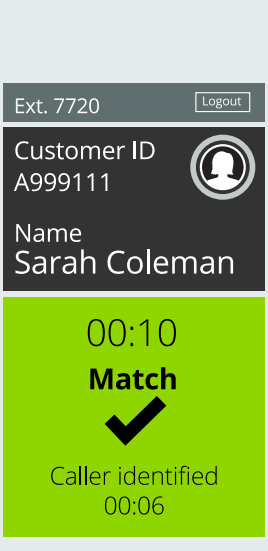
36% of contact centers suffered increased fraud losses in 2020[4]

Streamline, protect, and personalize every call with biometric authentication and intelligent fraud prevention through Nuance Gatekeeper

1 Inspect incoming calls to detect ANI spoofing and other threats even before they reach your IVR and agents. Authenticate trusted calls and then check caller voices against a watchlist to immediately alert on known fraudsters.

2 Capture each customer's unique voice signature in the IVR or while talking with an agent. Once they've enrolled a voiceprint, their account is secured for life. The next time they call in, Gatekeeper's AI risk engine seamlessly identifies them from their validated caller ID and then authenticates them with voice biometrics and other factors.





3 Within seconds, Gatekeeper securely authenticates the customer or alerts to a fraudster, reducing friction for legitimate customers, increasing security, and empowering agents to deliver better, more personal service.

4 Meanwhile, fraud teams efficiently segment, cluster, and search on voices and metadata to uncover and block fraudsters, analyze fraud patterns and trends, and gather data to aid law enforcement investigations.

Improve customer experiences, reduce costs, increase agent productivity, and prevent fraud

Real-world outcomes

99% authentication success rate

90% detection of fraud

89 SECONDS average handle time (AHT) reduction

94% of agents deliver better service

> "[Voice authentication] has not only made telephone banking more convenient for customers accessing their accounts, but it has also been instrumental in stopping attempts at telephone banking fraud, protecting customers' money."
>
> **— Kerri-Anne Mills, Head of Contact Centre and Customer Service, HSBC UK**

BETTER OUTCOMES THROUGH A UNIFIED SOLUTION

As a central source of authentication and fraud prevention in every channel, Nuance Gatekeeper delivers higher authentication success rates and increased fraud detection while simplifying vendor management and integration complexity.

WHY NUANCE?

500+ successful deployments

600M+ voiceprints created

8B+ transactions secured annually

$2B+ fraud losses prevented every year

Visit www.nuance.com/gatekeeper to learn more

1 Study by Google and Stanford researchers, accessed 29 July 2021
2 3rd Annual Consumer Digital Identity Study, IDology, Accessed 10 August 2021 https://www.idology.com/blog/third-annual-consumer-study/
3 McKinsey article, Is cybersecurity incompatible with digital convenience? Accessed 29 July 2021
4 Aite Group report, Improved Customer Experience, Reduced Fraud and Cost: Contact Center Solutions, December 2020, accessed 29 July 2021

ENT_4419_01_IF, Aug 24, 2021