

Increase Contact Center Security and Efficiency with Voice Biometrics



61% of all fraud losses can be traced to the contact center.¹ And account takeovers have increased by 4X.² So, how can an enterprise increase security while improving the customer experience? The answer is voice biometrics.

Knowledge-based authentication (KBA) invites fraud

Fraudsters can easily steal or guess PINs, passwords, and KBA security questions – and these authentication methods are time-consuming and clunky for customers.



15-30%
rejection of legitimate customers³



Up to **60%**
acceptance of criminals³



11%
of average call time spent in authentication⁴

Benefits of voice biometrics



1. Increased security

Voice biometrics dynamically recognizes vocal quality and how a customer speaks, while resisting replay attacks and synthetic voices.



2. Reduced customer friction

Voice biometrics listens to and authenticates customers while they talk to the IVR or contact center agent.



3. Improved service delivery

Agents focus on helping the customer instead of authenticating them.

Daon makes voice biometrics simple



Voice registration

A new customer's voice samples are captured and seamlessly enrolled as they interact with an IVR system or an agent through any landline or mobile phone. Active voice models require the user to repeat a specific phrase, while passive models can analyze natural, conversational speech.



Fast voice authentication

After voice registration, the customer can be authenticated during subsequent calls within a couple seconds of speaking. No voice samples are stored, only encrypted templates which cannot be reverse engineered.

Getting results with voice biometrics

Enterprise contact center operations have achieved:



25% -> 3%
decrease in false reject rate



25-45
second reduction in Average Handling Time

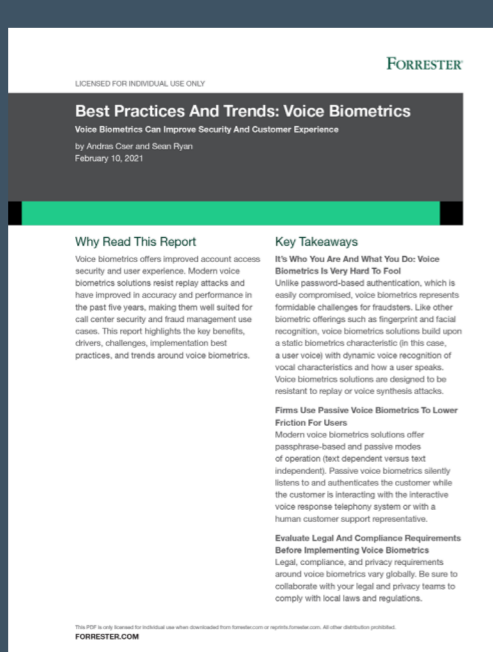


\$12 million
annual savings

WHAT CAN YOU ACHIEVE?

[REQUEST A DEMO](#)

LEARN MORE



Forrester Research: Best Practices and Trends in Voice Biometrics

Key benefits, drivers, challenges, trends, and implementation best practices around voice biometrics.

[DOWNLOAD THE REPORT](#)



4 Ways to Bring the Delight, Cost-Efficiency, and Security of Online Experiences to Your Contact Center

Four strategies for minimizing friction, total cost of operation, and fraud.

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