



IdentityX® for Contact Centers: Reduce Caller Fraud, OpEx, and Average Handle Times with Voice Biometrics

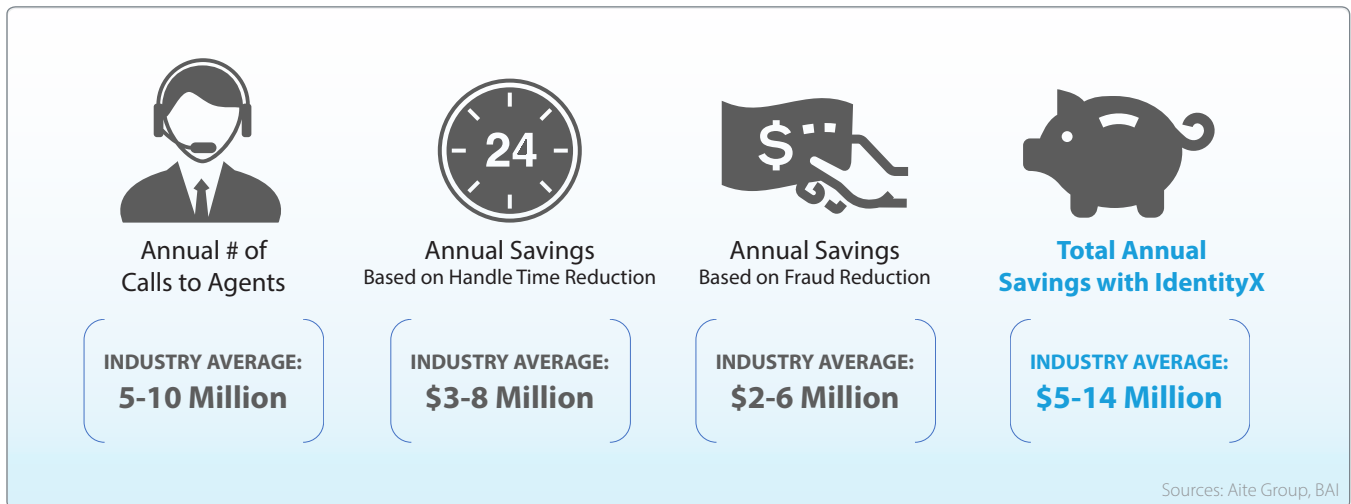
The Problem

Analysts estimate two-thirds of all fraud losses can be traced back to the contact center, despite a friction-filled experience for most customers. Obsolete security measures (i.e., passwords and secret questions) are enabling fraudsters, costing money, and spoiling the customer journey.

The Solution

Daon's IdentityX® Platform brings smart, seamless voice biometrics (and other complementary authentication methods) to the contact center to help prevent fraud losses, contain more calls within an IVR system, reduce average handle time, and deliver better customer experiences from any phone, anywhere.

Estimate Your Potential Savings with IdentityX for Contact Centers:



KEY BENEFITS

Lowers total cost of operations

- Saves between \$0.60 to \$0.80 per call by shortening call handling times

Prevents account takeover and synthetic identity fraud

- Saves an industry average of \$2-6 million annually in preventable fraud losses

Improves customer experience

- Reduces average call time by 25-45 seconds

THE DAON DIFFERENCE

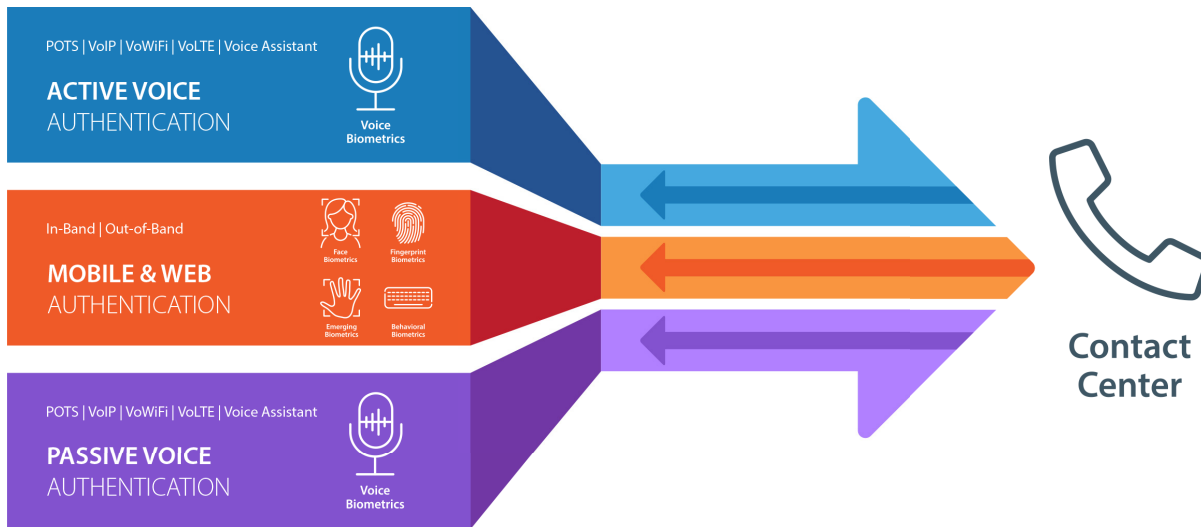
- Cross-channel enrollment and authentication for a single view of your customer across all channels and encounters
- Total flexibility for the user; authenticate from any phone, mobile app, web app, or voice assistant
- Total customization for the enterprise; choose from active and passive voice options, and from FIDO Certified device-side or server-side biometric matching
- World's most trusted biometric technology detects recordings, spoofs, and synthetic speech
- Industry's strongest data privacy measures and assurances

IdentityX® for Contact Centers:

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Multiple, Cross-Channel Authentication Paths

IdentityX gives you several different ways to bring the delight, cost-efficiency, and security of online experiences to your contact center. For example, active (i.e. text-dependent) voice authentication works particularly well in an IVR context, while passive (i.e., text-independent) voice authentication is better suited to interactions with live agents.



Get Up and Running Fast

No need to rip and replace your infrastructure. Using our simple APIs, SDKs, and front-end components, you can quickly add voice biometrics and other authentication methods directly into your existing systems and workflows. With our SaaS model, new services can be deployed in mere days as either single- or multi-tenant instances with full configurability.

THE SOLUTION

IdentityX for Contact Centers is made up of the following components:

MULTI-MODAL BIOMETRICS

- **Passive Voice Matching**
 - Language independent and universal voice models coming soon
- **Active Voice Matching**
 - Includes support for custom pass phrases
- **Biometric-based Mobile & Web Authentication**
- **Device- and Server-Side Biometric Matching**
- **In-band and Out-of-band Authentication**

FRAUD PREVENTION

- **Passive and Active Liveness Detection**
- **Continuous Voice Authentication**
- **Voice Watchlists for Repeat Fraudsters**

SUPPORT FOR ALL VOICE CHANNELS & DEVICE TYPES

- Plain Old Telephone Service
- Voice over IP
- Voice over WiFi
- Voice over LTE
- Voice Assistant

CROSS-CHANNEL ENROLLMENT & AUTHENTICATION

For a Single, Central View of Your Customer Across All Channels and Encounters

- Contact Center Interactions (IVR and live agents)
- Mobile App Interactions
- Mobile & Desktop Web Interactions
- In-person Interactions at Physical Locations