



Daon®

Contact Center Authentication



Authenticate any caller's identity with voice recognition, liveness detection, intelligent routing, and reduced friction. The future is calling – will you pick up the phone?

Mitigate identity fraud

Reduce average call handling times

Enjoy cross-channel authentication on single, central customer identities

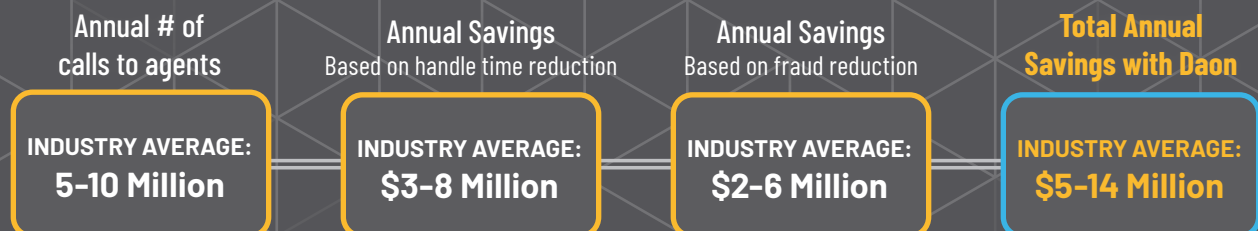
Increase customer satisfaction with intelligent routing

As much as two-thirds of all fraud losses can be traced back to contact centers. Customer experiences filled with high-friction security measures like PIN numbers and secret questions are not only frustrating for customers but have proven to be ineffective in securing their identity, creating significant pain points for this critical channel.

The answer? Employ seamless multi-factor authentication, featuring voice biometrics and synthetic voice detection, in your contact center. Daon's contact center solution provides adaptive, progressive authentication across multiple channels for the highest level of identity trust and frictionless customer experiences.

Stronger Security = Greater Savings

The advanced security available through voice biometrics reduces call handling times, and increases the number of calls that can be handled in IVR – just one of the many values of voice biometrics.



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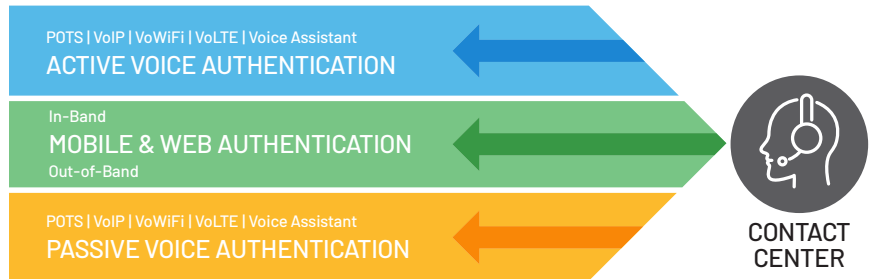
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The Daon Difference

Daon provides the world's most trusted digital identity assurance platforms, chosen to secure more than 2 billion identities on 6 continents and to perform over 250 million identity transactions each day. Here's why so many of the world's iconic brands place their trust in Daon.

Multiple, Cross-Channel Authentication Paths

Daon's contact center solution provides multiple paths for flexibility, cost-efficiency, and security, without increasing customer friction.



Time and Cost Savings

- Pre-built customer journeys for quicker installation and deployment.
- Simple integration with your existing contact center systems and workflows.
- Direct streaming of audio to reduce integration costs.
- Fully hosted deployment model, leveraging certain protocols, available for deployment in days, not weeks.

Universal Voice Model

With no need for language or dialect-specific tuning or training, you can deploy your voice biometric solution anywhere, in a fraction of the time.

Strongest Fraud Prevention

- **Liveness detection** prevents the use of pre-recorded audio.
- **Continuous voice authentication** ensures the same person is speaking throughout the duration of the call.
- **Synthetic speech detection** prevents deepfake and other synthetic speech-based spoofing attempts.

App Integration for Step-Up Authentication

App-based approval, including secondary biometric factors, can be triggered by contact center agents, or within the IVR for high-risk transactions or identity confirmation.

Total Choice and Customization

Choose from **active** and **passive** voice models, **FIDO-certified device-side** and **server-side** biometric matching, and fully customizable rules and accuracy settings.

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Key Platform Features

Our machine learning-powered platforms make contact center authentication fast, safe, and cost-effective, all while improving customer experience. All told, our customers have reported an average of up to \$15 million in annual savings through the use of voice biometrics, and that figure doesn't take into account the value generated by reduced churn and increased onboarding driven by improving the customer experience.

MULTI-MODAL BIOMETRICS	CROSS-CHANNEL AUTHENTICATION	SUPPORT FOR ALL VOICE CHANNELS	FRAUD PREVENTION
Passive voice matching Active voice matching <ul style="list-style-type: none">Includes support for custom passphrasesLanguage independent universal voice models Biometric-based mobile & web authentication Device- and server-side biometric matching In-band and out-of-band authentication	Single, central view of your customer across all channels and encounters <ul style="list-style-type: none">Voice biometricsIn-app step-up authenticationTransaction signing	Telephone Service Voice over IP Voice over WiFi Voice over LTE Voice assistant	Passive and active liveness detection Continuous voice authentication Real-time synthetic speech detection



Daon's voice gateway solutions employ industry standard protocols including **SIP**, **RTP**, and **SIPREC**, as well as proprietary streaming WebSocket-based protocols from leading CCaaS providers including **Genesys Cloud** and **Talkdesk**, to simplify and streamline connectivity between our voice authentication servers and your contact center infrastructure.