REDUCE AVERAGE HANDLE TIME (AHT) WITH VOICE BIOMETRICS
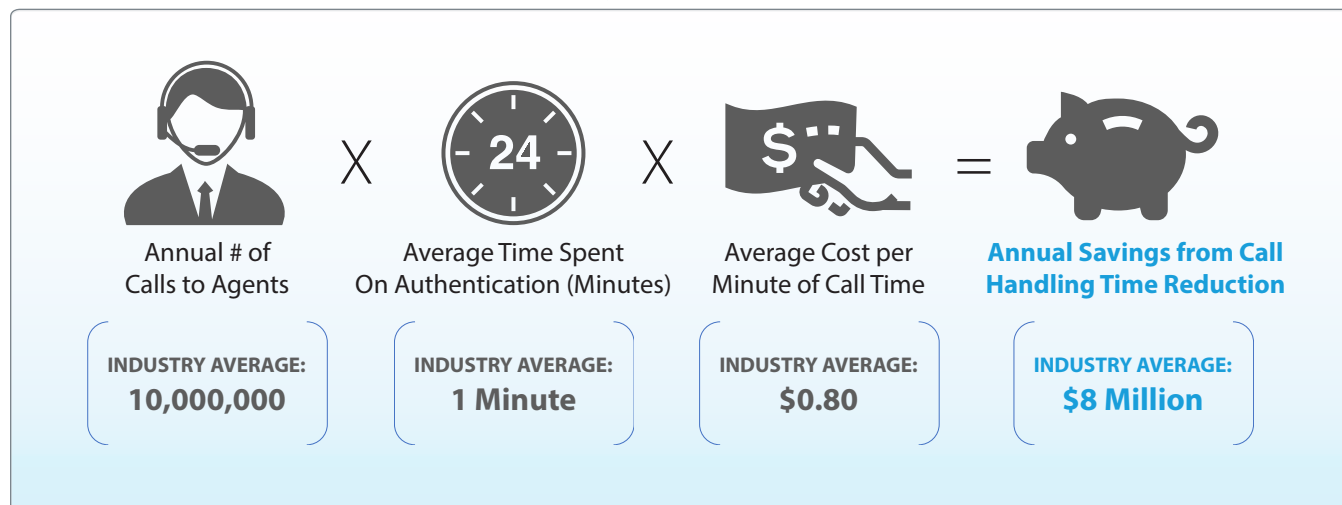
THE CHALLENGE

Fraudsters always look for the least protected channel, and in most organizations that's the call center. With failure rates as high as 20% using passwords and knowledge-based authentication (KBA), call centers are hemorrhaging up to $10 Million annually, at a rate of $0.57 per call. Add to this mix the spiraling cost of human operators and a painfully slow, universally loathed customer experience, and it's clear why so many organizations are eager for a better alternative.

CALL CENTER ASSISTANCE

IdentityX® Call Center Assistance bolsters your bottom line by minimizing fraud, friction, and the total cost of call center operations. Bringing seamless, state-of-the-art voice biometrics to your agents and IVR, IdentityX helps you prevent fraud losses, reduce your average handle time by 45-60 seconds, contain more calls within IVR, and deliver markedly better customer experiences from any phone, anywhere.

Calculate Your Potential Savings with **IdentityX** Call Center Assistance:

Annual # of Calls to Agents	X	Average Time Spent On Authentication (Minutes)	X	Average Cost per Minute of Call Time	=	**Annual Savings from Call Handling Time Reduction**
INDUSTRY AVERAGE: **10,000,000**		INDUSTRY AVERAGE: **1 Minute**		INDUSTRY AVERAGE: **$0.80**		INDUSTRY AVERAGE: **$8 Million**

Now add millions more from minimizing fraud losses and maximizing self service containment.

KEY BENEFITS

Lowers total cost of operations
- Saves between $0.60 to $0.80 per call by shortening call handling times and maximizing self-service

Reduces fraud: account takeovers and synthetic identities
- Millions in savings from reduced fraud losses

Improves customer experience
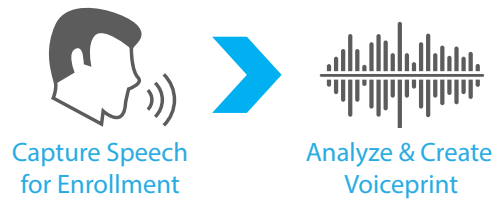- Reduces average call time by 45-60 seconds

THE IDENTITYX DIFFERENCE

- Any phone, anywhere (landline, mobile, VOIP, etc.)
- Cross-channel enrollment and authentication
- Both active and passive voice matching
- Biometric fraud watchlists to stop repeat offenders
- Stop the threat of spoofing with replay detection
- Authenticate with either IVR or your mobile app
- Both FIDO® Certified and server-side voice matching
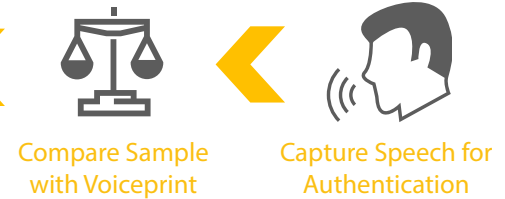- Speech synthesis detection to stop synthetic IDs

REDUCE AVERAGE HANDLE TIME (AHT) WITH VOICE BIOMETRICS

THE PROCESS

ENROLLMENT

Capture Speech
for Enrollment

Analyze & Create
Voiceprint

Database of
Voiceprints

AUTHENTICATION

Compare Sample
with Voiceprint

Capture Speech for
Authentication

NAVIGATING MULTIPLE CHANNELS & DEVICES

Voice is an unusual biometric in that the channel and device through which it's captured has a signiicant effect on the voice sample. To compensate for this, each channel and device should have its own set of enrollment data. IdentityX uses an adaptive enrollment process to match a consumer's voice against the closest possible enrollment and, should the verification be successful, create a new enrollment in the background. In this way, IdentityX gets better at matching consumers over time as they use new channels and devices, including: Plain Old Telephone Service, Voice over IP, Voice over WiFi, and Voice over LTE.

THE SOLUTION

IdentityX Call Center Assistance is made up of the following components:

FLEXIBLE VOICE MATCHING

- **Passive Voice Matching**
  - Includes support for multiple languages
- **Active Voice Matching**
  - Includes user-defined pass phrases
- **Device- and Server-Side Biometric Authentication**
- **Choose any vendor or biometric algorithm**
- **In-band and out-of-band authentications**

FRAUD PREVENTION

- **Biometric Watchlists**
  - To prevent repeat offenders
- **Speech Synthesis and Replay Detection**
  - To mitigate spoofing and stop synthetic identities
- **Call Forensic Assessment**
  - To capture and associate fraud signals with specific users

ADAPTIVE ENROLLMENT & CROSS-CHANNEL AUTHENTICATION

- **Background Processing for Accurate Voiceprint Representations of Each Channel and Device**
  - Plain Old Telephone Service
  - Voice over IP
  - Voice over WiFi
  - Voice over LTE

ABOUT DAON

Daon is an innovator in developing and deploying biometric authentication and identity assurance solutions worldwide. Daon has pioneered methods for securely and conveniently combining biometric and identity capabilities across multiple channels with large-scale deployments that span payments verification, digital banking, wealth, insurance, telcos, and securing borders and critical infrastructure. Daon's IdentityX® platform provides an inclusive, trusted digital security experience, enabling the creation, authentication and recovery of a user's identity and allowing businesses to conduct transactions with any consumer through any medium with total confidence.

✗ Daon®

sales@daon.com | 703-984-4000 | www.daon.com
11911 Freedom Drive, Suite 900 | Reston, VA 20190