NICE®

NICE Real-Time Authentication

Single Voiceprint across Channels

Changing the conversation from
"Who are you?" to "How can I help you?"

NICE®

"With NICE Real-Time Authentication, we are able to create the right balance by offering an easier, more secure, and more reliable way of verifying our callers' identities while providing great service. This is a **huge differentiator** for Swisscom, setting us apart as a **leader** and **innovator**."

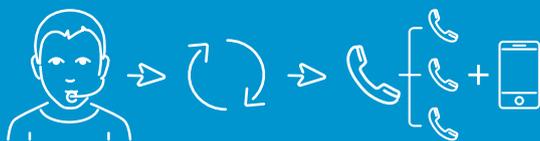Pascal Jaggi, Head of Customer Care, Swisscom

60-80¢
Savings on every call

40 seconds
Average Handle Time reduction

Shifting calls to self-service

Authentication Doesn't Have to Be a Hassle

'Please enter your pin', 'What's your first pet's name?' and 'What's your mother's maiden name?' your customers' first experience on every call is a barrage of questions by your IVR or customer service representatives – the interrogation of the authentication process.

Not only are customers frustrated, but the authentication process is time-consuming, sometimes comprising more than 25% of average handle time (AHT). When multiplied across millions of calls per year, these valuable seconds add up to millions of dollars.

Furthermore, popular authentication methods - knowledge based authentication, pins and passwords - are easily circumvented by fraudsters, who continue to target the contact center.

So, the challenge is to make authentication quick and easy, while maintaining utmost security.

Streamline Your Contact Center Authentication with Voice Biometrics across All Channels

NICE Real-Time Authentication provides end-to-end authentication in the contact center. Based on voice biometrics, it combines a full set of technologies and real-time decisioning capabilities to automatically verify the caller's identity.

It does so during the first few seconds of a call with an agent, or even before the agent picks up the phone when using voice biometrics via IVR.

To complete the process, NICE Real-Time Authentication triggers agent guidance or fraud protection actions when needed.

Get Down to Business Faster

Leveraging NICE Recording and using a single voiceprint across channels, NICE Real-Time Authentication allows immediate enrollment of most end-customers before go live, authenticating customers via any channel and with zero enrollment effort. Eliminating the need for active enrollment by end-customers dramatically increases voice authentication enrollment rates and directly impacts the Return on Investment.

Key Features

- Multi-channel voice authentication solution for live agent calls, IVR and mobile
- Single Voiceprint – created passively and used for all channels
- Seamless™ Passive Enrollment based on past recordings
- Telephony and IVR agnostic
- Integration with agent guidance, desktop applications, risk case management and more

Live agent calls:
- Authentication occurs automatically within the first 10 seconds of a normal conversation
- Totally transparent to both agents and end-customers

Self-service (IVR and Mobile):
- Authentication within 3-5 seconds stating any phrase
- Seamless enrollment for better customer experience and high enrollment rates

Key Benefits

Cut your contact center costs

- Reduce average handle time by 40 seconds per call
- Contain more calls in self-service channels
- Ensure high enrollment rates quickly

Boost your customer satisfaction

- Authenticate customers in no time
- Zero customer enrollment effort

Implement and scale with minimal effort

- Expedite time to value by creating voiceprints for all channels before go live
- No complex integrations, no hidden costs

Why NICE is Your Best Choice for Real-Time Authentication

NICE brings a set of unique assets, capabilities and expertise to support the authentication process from A to Z:

⇨ The only one using a single voiceprint across channels

⇨ Helps you gain value from day one

⇨ Allows the lowest TCO leveraging NICE recording

⇨ Combats fraud together with Actimize

About NICE systems

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

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