NICE®

REAL-TIME
AUTHENTICATION &
FRAUD PREVENTION

STOP THE INTERROGATION

Your customers' first experience on every call is a barrage of questions by your Customer Service Representatives – the interrogation of the authentication process. Moreover, customers don't like it.

From an operations perspective, the authentication process is time-consuming, sometimes comprising more than 25% of average handle time (AHT). When multiplied across millions of calls a year, these valuable seconds add up to a significant cost for the contact center.

Furthermore, current authentication methods, such as knowledge-based authentication and caller ID are easily circumvented by ever more sophisticated fraudsters, who continue to target the contact center.

So, the challenge is to make authentication and fraud prevention quick and easy, while still making the process secure. Easy for the good guys, difficult for the bad guys.

PROTECT YOUR CUSTOMERS WITHOUT FRUSTRATING THEM

NICE Real-Time Authentication & Fraud Prevention solutions enable faster and more secure authentication, by seamlessly and automatically verifying the claimed identity and checking that the caller is not a fraudster – all within the first few seconds of every call.

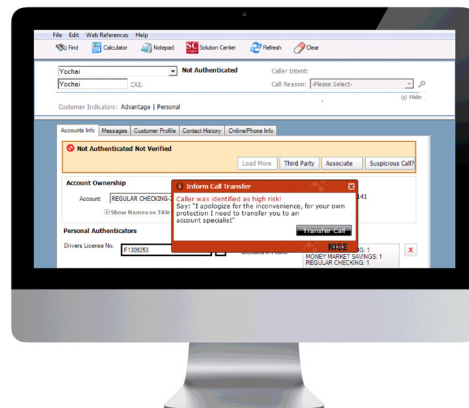With NICE Real-Time Authentication & Fraud Prevention solutions contact centers can:
- Securely authenticate customers in real time with no customer effort
- Expedite time-to-service for legitimate customers
- Passively enroll the vast majority of customers seamlessly
- Screen all interactions for fraud using multiple detection modalities (e.g., voice biometrics, speech analytics, desktop analytics)
- Generate real-time alerts for high risk interactions and guide agents in real time to take the next best action
- Manage and investigate all fraud incidents

SOLUTION BENEFITS SUMMARY

- Reduce average handle time by up to 60 seconds per call
- Cut operational costs by streamlining the authentication process
- Reduce customer time and effort required to authenticate
- Enhance security for legitimate callers and eliminates access by fraudulent callers
- Eliminate the operational challenge of customer enrollment

Real-Time Agent Guidance enables agents to expedite time-to-service

Parallel process: Real-time guidance alerts agents to high risk calls

END-TO-END OPERATIONALIZATION FOR
FASTER & MORE SECURE CUSTOMER AUTHENTICATION

NICE Real-Time Authentication combines a wide range of technologies so your agents can quickly and easily authenticate your customers in real time.

- **Solving the enrollment challenge -** by leveraging previous recordings we can skip the enrollment challenge of convincing millions of customers to enroll and can seamlessly enroll the vast majority of your customer base from day one
- **Handling complex real-time audio streams -** to enable timely analysis from the first second of the call – through our Advanced Interaction Recorder
- **Analyzing each call with multiple technologies in real-time -** to understand who's on the end of the line, by leveraging voice biometrics, speech analytics, desktop analytics and more
- **Guiding agents in real time -** to empower our front line agents and expedite time-to-service
- **Closing the loop -** by making sure that we only enroll legitimate customers, by applying five layers of security to each and every call

When combined with NICE Real-Time Fraud Prevention solutions, we leverage the underlying infrastructure for both authentication and fraud prevention purposes, as well as operationalize fraud prevention best practices:

- **Building fraudster watch lists –** whether customers have a previous voice print library or not, we can help you make sure that you can catch fraudste from day zero
- **Guiding agents on next-best-action –** empower agents during high-risk inter actions as well as keep supervisors abreast of fraudulent calls in progress
- **Creating alerts and stopping the transaction –** so the money doesn't leave the building by leveraging next generation Actimize Risk Case Manager

NICE brings a range of unique assets and expertise to the space, which can be categorized according to 5 key pillars:

SAFEST AND FASTEST ENROLLMENT
- We passively enroll the vast majority of customers seamlessly by leveraging historical recordings for fastest ROI
- We ensure voice print security & integrity by leveraging five layers of security

MULTI-LAYERED PROTECTION
- Apply multi-factor authentication for all legitimate customers for improved security including voice biometrics and dynamic security questions
- Screen all interactions for fraud using multiple modalities for improved detection

SMART REAL-TIME DECISIONING
- Understand what's being said and what's being done for more contextual, smarter real-time decisioning to manage complex call workflows
- Detect fraud in real-time and guide agents to take the next best action to expedite time-to-service and appropriately handle high risk interactions

END-TO-END OPERATIONALIZATION
- Securely operationalize voice authentication in complex contact center environments and analyze customers interactions in real time
- Manage and investigate all fraud incidents to stop the money leaving the building with Actimize Risk Case Manager

HOLISTIC RISK MANAGEMENT
- Better protect consumers and the Enterprise with transactional & interactional analytics for more contextual risk-based authentication
- Safeguard the Enterprise from the full range of fraud scenarios across all channels with next generation NICE Actimize Enterprise Fraud Platform

ABOUT NICE

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.   www.nice.com

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