

REAL-TIME Authentication

Long authentication processes affect NPS and CSAT scores

85% of customers are dissatisfied with the authentication process

77% customers think IVR authentication is highly impersonal & frustrating

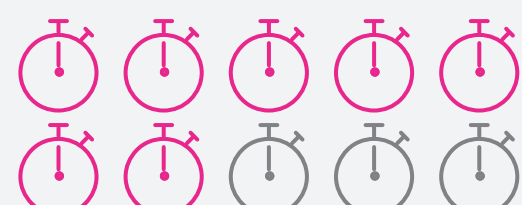
Customers feel they are spending too much time on authentication



The average authentication processes takes **30-45 Seconds**



60-80 cents spent on authentication per call



7-10 customers think the process is too slow



\$15 Billion spent annually on authentication in the U.S.

And legitimate customers are still failing their own authentication process

3 out of 4 customers have failed authentication at least once

The average agent has **one failed authentication every hour**

30% failure for IVR authentication



While fraudsters are sailing right through



74% of fraud in contact centers is organized fraud



47% of institutions are still using static authentication questions

~50% of all authentication questions can be circumvented by fraudsters

AND IT'S ONLY LIKELY TO GET WORSE

More and more calls are being authenticated

58% of all calls require an agent's authentication. Especially across key industries.

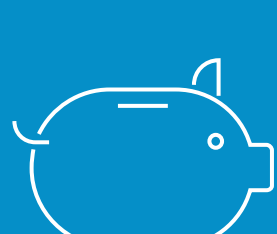


THERE'S GOT TO BE A BETTER WAY

NICE Real-Time Authentication
Quicker. Easier. More secure.



40 Seconds
AHT reduction & no interrogations



60-80 Cents
Savings on every call



4-Level
Secured voice authentication

No questions asked.