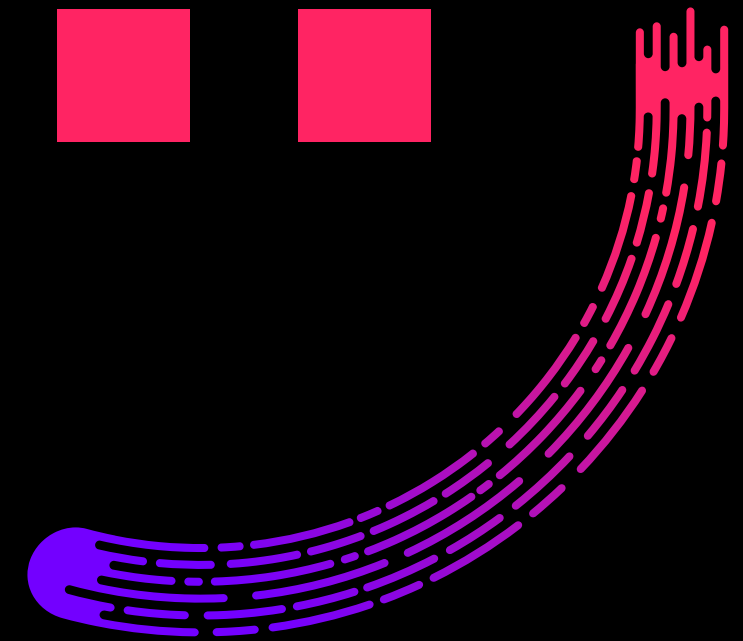


REAL-TIME AUTHENTICATION

Make experiences *flow*

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.



A real-time voice authentication solution for your contact center



NICE's RTA (Customer Authentication) is a real-time voice authentication solution for your contact center, letting customers skip straight to service for better experiences and shorter handle times. Voice biometrics automatically verifies customers and prevents fraud in a more streamlined, secure and reliable way that eliminates the typically time-consuming interrogation.

Significantly reduce average handle time (AHT) by automatically authenticating callers in the first few seconds of a natural conversation, for the utmost security with operational savings. RTA is available either on-prem, on cloud or pre-integrated with CXone ACD and IVR.

Get down to business faster

Change the conversation from “Who are you?” to “How can I help you?”

- **Passive enrollment:** A unique voiceprint, based on customer's voice biometric features, is created from natural interaction with an agent.
- **Seamlessly authenticate customers** 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.
- **Integrated CXone MAX desktop** provides agents full control of enrollment, unenrollment, and authentication processes.
- **Reauthenticate** at any time during the call.

Benefits

- **Better CX:** Your customers skip straight to service, with no hassle.
- **Reduce handle time** by spending less time validating customer identity.
- **Automatically verify a caller's voice** against the voiceprint for the customer's ID within the first few seconds of the call, through natural conversation.
- **Securely authenticate customers in real time**—no effort required, eliminating the need for PINs, passwords, and knowledge-based questions.
- **Improve the security of all interactions and transactions**—or those that require single or multiple confirmations of caller identity.



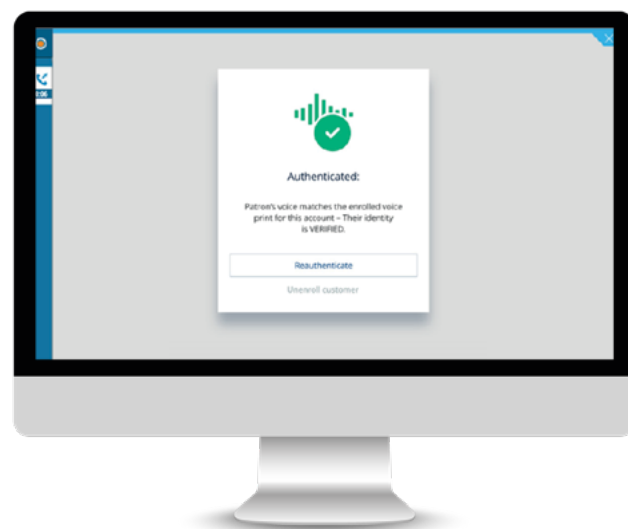
VOICE BIOMETRICS TECHNOLOGY

Physical and behavioral factors combined to produce unique and text-independent voice patterns for every individual.

Unified agent interfaces with built-in guidance

KEY FEATURES

- Seamlessly enroll customers during normal conversation with an agent
- Leverage the same voiceprint across voice channels, for effortless authentication via calls handled by agent or the Interactive Voice Response (IVR) self-service
- Multi-factor authentication: where extra security is required, combine voice biometrics with existing security methods
- Provide real time guidance to the agent on the next steps
- Report on authentication status and enrollment status



Confirmation pop-up within seconds informs agent whether customer was authenticated or not.

