

# 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 process takes **30-45 seconds**

**60-80 cents** spent on authentication per call



**7 out of 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**

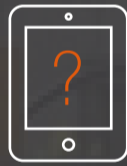
**30% failure**

for IVR authentication

While fraudsters are sailing right through



**74% of fraud** in contact centers is organized fraud



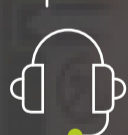
**47%** of institutions are still using static authentication questions

**~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.



**79%** in financial services



**78%** in insurance



**63%** in telco

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.