

The top half of the image features a dark blue background. On the right side, there is a silhouette of a person's head in profile, facing left. A bright blue, glowing waveform, similar to a heartbeat or a speech signal, runs horizontally across the middle of the image, appearing to originate from the person's mouth. In the top left corner, the word "NICE" is written in a bold, white, sans-serif font.

**NICE**

# **NICE Real-Time Authentication**

Changing the conversation from

“Who are you?” to “How can I help you?”

**“By 2020, voice biometrics is expected to be the primary authentication solution for financial consumers.”**

Forrester, March 2015



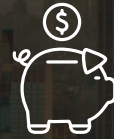
**40 seconds**

**AHT reduction & no interrogations**



**4 level**

**secure voice authentication**



**60¢-80¢**

**savings on every call**

## **Authentication Doesn't Have to Be a Hassle**

'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 agents. The interrogation of the authentication process.

Not only is this annoying to customers, 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, such as knowledge-based authentication and caller ID 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.**

## **NICE Real-Time Authentication – No Questions Asked**

NICE Real-Time Authentication provides end-to-end authentication in the contact center. Using voice biometrics, it combines a full set of technologies, real-time decisioning capabilities and unique knowhow to automatically verify the callers claimed identity during the first few seconds of every call and, if needed, trigger agent guidance or fraud protection actions.

By streamlining the authentication process, NICE Real-Time Authentication allows agents to focus on providing the service and significantly shortens the Average Handle Time.

All that while using Real-Time Authentication - more advanced, secure and stronger than traditional authentication methods.

# Get Down to Business Faster

With NICE Real-Time Authentication you enjoy the benefits from day one. Your customers will appreciate the improved experience, your agents can focus exclusively on delivering great service, and your call center efficiency takes a giant leap forward. All this, with minimal effort on your and your customers' part.



## Key Benefits

NICE Real-Time Authentication takes contact center and authentication to a whole new level, helping you to:

### Secure your contact center efficiency

- Reduce average handle time by 40 seconds per call
- Eliminate the operational challenge of customer enrollment and consent management

### Boost your customer satisfaction

- Seamless and quicker authentication
- Zero customer enrollment effort

### Implement and scale with minimal effort

- Expedite time to value by leveraging past recordings to create voiceprints before going live
- No complex integrations, no hidden costs



## Key Features

- Seamless™ Passive Enrollment based on past recordings
- Seamless authentication process – authentication is totally transparent, and occurs automatically within the first 10-seconds of a normal conversation
- Easy integration with desktop applications
- Real-time agent guidance
- 4 security levels during enrollment: Authentication Level, Automatic Number Identification, Inconsistency Check, and Fraud Detection
- Dynamic risk scoring, step-up authentication and customer segmentation
- Support of complex call scenarios such as “on behalf of”, transfer and conference calls

# 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:

- Historical Passive Enrollment that leverages past recording for quick enrollment of customers enabling authentication from day one
- Centralized consent, enrollment and authentication management
- Real-time decisioning and agent guidance
- Dashboard and reporting for better business insights and decisioning
- Lower TCO through use of the same platform, servers and administration as NICE recording
- Built-in integration with Actimize Risk Case Management
- Out-of-the-box product, compatible with multiple telephony architectures, systems and applications

## ABOUT NICE SYSTEMS INC.

NICE Systems (NASDAQ: NICE), is the worldwide leader of intent-based solutions that capture and analyze interactions and transactions, realize intent, and extract and leverage insights to deliver impact in real time. Driven by cross-channel and multi-sensor analytics, NICE solutions enable organizations to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security. NICE serves over 25,000 organizations in the enterprise and security sectors, representing a variety of sizes and industries in more than 150 countries, and including over 80 of the Fortune 100 companies. [www.nice.com](http://www.nice.com)  
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# NICE



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