

# Nuance Gatekeeper

## Biometric security solution

Nuance Gatekeeper replaces slow, vulnerable authentication factors and reactionary fraud prevention strategies with seamless, secure biometric authentication and intelligent, proactive fraud detection. Through Gatekeeper, companies improve customer and employee experiences, reduce costs, mitigate fraud losses, and protect their brand.

### GATEKEEPER RISK ENGINE

The core decision-making technology of Gatekeeper. Uses deep neural networks to synthesise data output of biometrics and fraud detectors, plus other available data. AI engine returns a holistic engagement risk score along with the individual signals and factor scores that go into it.

### AUTHENTICATION AND FRAUD PREVENTION FACTORS



**Voice biometrics:** fast, secure authentication and real-time fraudster detection



**Behavioural biometrics:** passive authentication and continuous fraud detection



**Conversational biometrics:** detect social engineering and fraud mules

#### Anti-spoofing

- Call validation:** interrogate the trustworthiness of a call and detect spoofed caller IDs
- Synthetic speech:** detect artifacts left behind in the process of voice morphing and text-to-speech
- Playback detection:** determine whether incoming audio represents live speech or a recording
- Liveness detection:** analyse whether a speaker is a live human being, a bot or a recording
- Bot/RAT detection:** identify non-human inputs in an IVR and Remote Access Trojans in digital channels

#### Environment detection

- Network:** assess call risk based on packet loss and network quality
- Channel:** determine whether a call is being made from a landline, mobile, or VoIP telephony device
- DevicePrint:** check whether a device matches a device previously used by the same caller or digital user
- Geo ID:** determine the approximate origin of a call based on caller ID

### INDUSTRY-LEADING PERFORMANCE

**99%** authentication success rates

[ vs ]

**<80%** with passwords, questions, or one-time passcodes

**2<sup>sec</sup>** or less to authenticate

[ vs ]

**57<sup>sec+</sup>** with other authentication methods

**90%** detection of fraud in under 15 seconds

## Other classifiers

**Senior ID:** classify a caller's age based on their voice characteristics

**Language:** determine the language spoken within an audio sample even in natural speech context

**Custom classifiers:** work with Nuance experts to develop custom classification algorithms

## Post-call fraud analysis

**Clustering:** group audio segments based on shared biometric characteristics

**Pattern analysis:** uncover behaviour sequences that indicate fraud

**Backwards search:** crawl historical call logs for voice signatures that match to given search criteria

**Data share program:** pull from and contribute to a curated database of fraudster voiceprints and metadata

## TRUSTED PARTNERSHIP



### Support and services

Draw on our experience with flexible support and services whenever and however you need.

### Nuance Fraud Nexus

Benefit from shared knowledge, experience and expertise through our anti-fraud centre of excellence.

### Fraud Nexus team

Get hands-on, proactive support, guidance and training from Nuance's fraud experts.

### Regulatory compliance

Gatekeeper is provided in accordance with strict industry standards for data protection and privacy, network controls, account management and access.

- ISO27001, ISO9001, SOC II and PCI compliant

- Automated credit card info redaction available

- In-house privacy experts

## SOLUTION FEATURES



### Cloud-native

Gatekeeper is built on microservices architecture with dynamic scaling, Continuous Integration/Continuous Deployment, multi-tenancy, and other capabilities.

### Deployment

Gatekeeper can run in public clouds as a SaaS model, in private clouds/on-premises, or embedded on-device through an edge model.

### Omni-channel

Gatekeeper works on live agent calls, in the IVR, and in messaging, mobile, and web apps to streamline, protect, and personalise every interaction.

### Reporting

Gatekeeper provides a central viewpoint of authentication and fraud performance across channels through visual reports, a query manager, and a data retrieval API.

## LEARN MORE

Explore your own Gatekeeper solution [here](#) or email [cxexperts@nuance.com](mailto:cxexperts@nuance.com).



### About Nuance Communications, Inc.

[Nuance Communications](#) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others.