

Deutsche Telekom creates secure, seamless experiences with Nuance



1.7m

customer verifications processed since launch

700K+

voiceprints registered since launch

75%

of customers say voice biometrics is more convenient

CHALLENGE: Offer customers a secure but convenient way to access their accounts.

SOLUTION: Nuance Voice Biometrics as part of Nuance Gatekeeper securely identifies and authenticates callers in seconds.

RESULTS: Customers receive fast, seamless authentication, and agents have more time to focus on delivering great customer service.

Tackling an age-old customer problem

When customers contact companies by phone for advice on their contracts, they often need to identify themselves with their customer number and password, and sometimes even answer their chosen security question. Today's customers hold multiple contracts with a wide range of providers, making it near-impossible to remember every ID for each company they deal with.

Despite this difficulty, authenticating with a unique identifier has always been critical to protecting accounts and personal information—and ultimately preventing fraud. Deutsche Telekom—one of the world's leading telecommunications companies—wanted to find a way to offer customers fast, secure, and seamless experiences while reducing the pressure on its agents to authenticate customers.

It's as simple as speaking

Deutsche Telekom uses Nuance Voice Biometrics as part of Nuance Gatekeeper to authenticate callers every time they get in touch, using just their voice. Nuance Voice Biometrics uses more than 100 physical and behavioural characteristics, including accent and rhythm, to create unique voiceprints for each customer.

To set up their voiceprint, the customer calls Deutsche Telekom's dedicated hotline and repeats the phrase, "at Telekom my voice is my password," three times. Next time the customer calls Deutsche Telekom, they state the passphrase, and their voice is matched with their unique voiceprint—authenticating the customer in seconds and giving them access to their account.

Seamless, secure customer experiences

The service, called SprachID, eliminates the complexity and time associated with the company's previous authentication methods. SprachID offers customers a more seamless experience and empowers agents to help customers with their queries rather than manage the authentication

process. What's more, SprachID is much more secure than conventional passwords or ID numbers—a hacker can steal a password, but they can't steal a voice.

Deutsche Telekom's system doesn't actually store recordings of its customers' voices, just the voiceprints that Nuance Gatekeeper produces. Even if a fraudster could retrieve a voiceprint from the server, they couldn't reverse-engineer it into a recording of the customer. Nuance Gatekeeper can also tell if a voice is live by monitoring sound frequencies—so it's secure against fraudsters using pre-recorded snippets of a customer's voice.

Since the deployment of SprachID, more than 700,000 customers have registered for the service. What's more, 75% of users say it's more convenient than using an ID number. Ultimately, Deutsche Telekom has reduced the friction in its customer service journey and taken the authentication responsibility away from agents, meaning they have more time to deliver standout customer experiences.

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