

Intelligent fraud detection for every channel

Nuance Gatekeeper replaces slow, reactionary tools with intelligent fraud detection powered by biometrics, reducing fraud losses and saving monumental time and effort.

In addition to providing seamless authentication experiences, Gatekeeper empowers fraud teams to prevent, detect, and investigate more fraud through cutting-edge AI that connects suspicious interactions to the actual perpetrators behind them.

How Gatekeeper works

Gatekeeper analyzes how a person sounds, how they talk or type, and how they behave, while checking their device, network, location, and other factors for signs of fraud.

All of this happens seamlessly in the background of each engagement, providing fraud analysts with critical intelligence while streamlining authentication for customers.

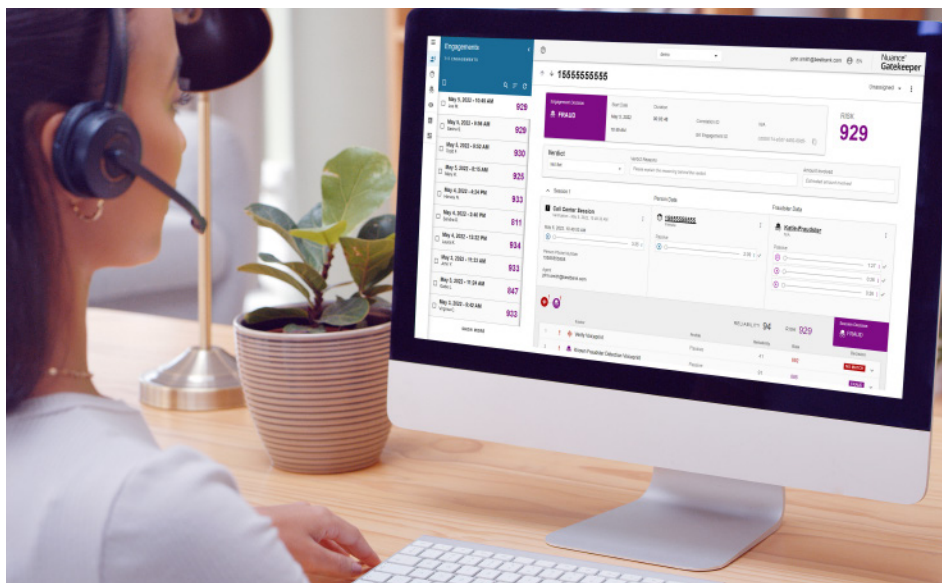
Fraud detection capabilities

Gatekeeper uses deep neural networks and powerful analytics to provide real-time insight to fraud teams and support effective offline investigations, uncovering more fraudsters with less time and effort.

- **Fraudster watchlisting:** Add newly discovered fraudsters to a watch list to prevent future attacks.
- **Backward search:** Search through engagements to find activity committed by known fraudsters in the past.
- **Biometric clustering:** Discover new fraudsters by analyzing correlations between groups of calls or chat sessions.
- **Conversation pattern analysis:** Uncover scripting and language sequences that indicate fraud in voice or digital channels.
- **Anti-spoofing:** Detect synthetic speech and speech playback attacks using industry-leading voice biometrics.
- **Configurable AI Risk Engine:** Gain full transparency into fraud verdicts and adapt thresholds to match your business objectives.

REAL-WORLD OUTCOMES

- **90% or better** detection of attempted fraud
 - **3x fraud cases** handled daily, with 90% reduction in manual reviews
 - **92% reduction** in fraud losses
 - **300% first-year ROI** through fraud prevention alone
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The only omnichannel solution

Nuance Gatekeeper is the only omnichannel authentication and fraud detection solution on the market, with diverse capabilities that help organizations fight fraud wherever it happens.

- **Voice biometrics:** Detect fraud based on the distinct characteristics of a person's voice, regardless of age or language.
- **Conversational biometrics:** Analyze word choice, grammar, syntax, emoji usage, and more across messaging interactions to detect patterns and identify fraudsters.
- **Behavioral biometrics:** Compare how a customer interacts with your app, website, and their device with profiles of legitimate users to detect abnormal behavior.
- **Channel detectors:** Identify device, number, network, carrier data, and other signals to flag suspicious interactions such as virtualized calls, SIM swapping, spoofing, and robocalls.

TRUSTED PARTNERSHIP

- **Support and services:** Flexible help to improve outcomes with deploying and optimizing Gatekeeper.
- **Nuance Fraud Nexus:** Benefit from deep industry expertise, hands-on training, and access to a curated watch list of fraudsters.
- **Regulatory compliance:** Gatekeeper is provided in accordance with strict industry standards for data protection and privacy, network controls, account management, and access.

LEARN MORE

Explore your own Gatekeeper solution at www.nuance.com/gatekeeper or email cxexperts@nuance.com.



About Nuance Communications, Inc.

[Nuance Communications](http://www.nuance.com) 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 more than 75 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others. Nuance is a Microsoft company.