Stop unauthorized resellers and protect your customers

Detect, identify, and block fraudsters in the contact center and IVR

Unauthorized resellers steal from your company, damage your brand, and hurt your customers. Account fraud costs an average of $1,500 per case[1] and fraud can take 10% of a mobile network operator's bottom line[2] as fraudsters exploit channels where controls are weaker.

Nuance Gatekeeper can help you uncover lesser-known attack vectors such as unauthorized reselling; disrupt fraudsters' business models; and even gather high-quality evidence to assist law enforcement investigations. Gatekeeper layers biometric and nonbiometric factors to stop fraud at the source: the actual fraudster.

With Gatekeeper, fraud teams detect 90% of fraud and handle 3x more cases daily, preventing 92% of fraud losses while performing detailed analysis to uncover more fraudsters and fraud patterns.

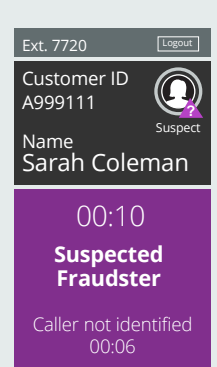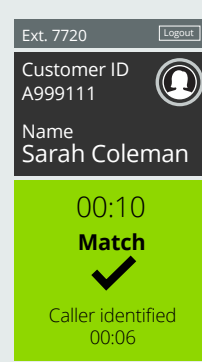## Intercept unauthorized resellers and other fraudsters while streamlining customer authentication

1 Inspect incoming calls for fraud signals pre-contact while checking caller voices against a fraudster watchlist. Enroll customers in the IVR or while they're talking with a contact center agent to create their own unique voiceprint.

Voiceprint analysis

2 When someone calls the contact center, Gatekeeper's AI risk engine analyzes the biometric characteristics of their voice and other factors. Within seconds, Gatekeeper authenticates a legitimate customer or creates an alert if it detects a suspected or known fraudster.
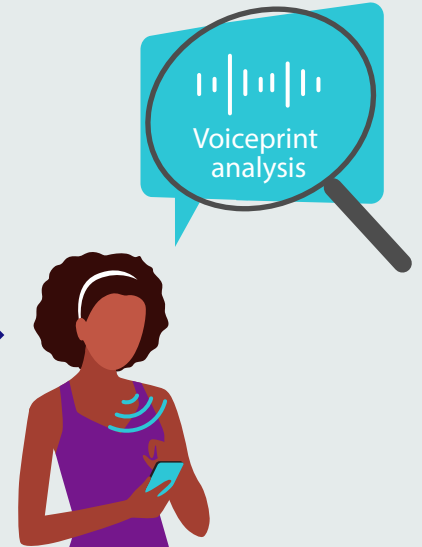
3 Efficiently segment, cluster, and search on fraudster voices and metadata. Uncover and block fraudsters, analyze patterns and trends, and gather data to aid law enforcement investigations.

Ext. 7720
Customer ID A999111
Name
Sarah Coleman
00:10
Match
Caller identified 00:06

Ext. 7720
Customer ID A999111
Name
Sarah Coleman
Suspect
00:10
Suspected Fraudster
Caller not identified 00:06

Stop more fraud, work more efficiently, and contribute directly to the prosecution of criminals

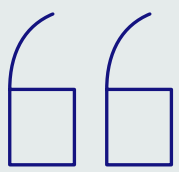**90**% of fraud detected

3x fraud cases handled daily

Real-world outcomes

$**1.5**M unauthorized reseller fraud prevented in under six weeks

92% reduction in fraud losses

Gather high-quality data and evidence to aid law enforcement in the investigation, prosecution and conviction of fraudsters.

"The solution is doing exactly what Nuance promised it would do."
— Head of Criminal Investigations, Major NA Telecommunications Provider

OMNI-CHANNEL FRAUD PREVENTION

Nuance Gatekeeper acts as a central source of biometric authentication and intelligent fraud prevention in every channel, helping you prevent more fraud even while improving customer experiences.

WHY NUANCE?

500+ successful deployments

600M+ voiceprints created

8B+ transactions secured annually

$2B+ fraud losses prevented every year

Visit www.nuance.com/gatekeeper to learn more