

Brazil telco significantly reduces time to identify fraud with Nuance Security Suite

Nuance Security Suite with voice biometrics enables telco to quickly identify fraudsters attacking its contact centers, and reduce its losses due to fraud

One of the largest telecommunications companies in Brazil wanted to improve its process for identifying fraudsters. Using Nuance Security Suite, it accelerated its fraud detection process and has seen an 88% decrease in the time it takes to identify a fraudster accurately. Now, their contact centers are better equipped to detect attackers and to act to reduce the losses of fraud.

Customer | One of the largest telcos in Brazil

Challenge | Find a better solution for detecting fraudsters quickly and reduce losses due to fraud.

Solution | Nuance Security Suite with voice biometrics detects and identifies fraudsters efficiently and reliably.

Results | This telco has significantly reduced the time it takes to identify fraudsters by 88%, and accurately analyzes up to 100 potential fraud cases a day with a 96% accuracy rate.

“Nuance Security Suite hasn’t just helped us save on fraud attacks, it’s also making our community safer. When we accurately identify fraudsters, we alert the local authorities to prevent repeat attacks.”

**Head of Fraud Prevention
Brazil Telco**

Key metrics



96%

accuracy rate for fraud alerts



88%

decrease in time to identify fraudsters



79%

fraud alerts thwarted by voice biometrics



3X

increase in number of cases handled daily

Challenge

A slow process with high risks

As one of Brazil's leading telcos, this company handles nearly 15,000 calls a day across multiple contact centers. Whether it's to make changes to an account or upgrade their device, customers contact the company and may need to speak to multiple agents during their journey—making it easy for fraudsters to slip through the cracks.

"Our previous method for identifying fraudsters just wasn't sustainable," explains Head of Fraud Prevention, at the telco. "Fraud in the contact centers accounted for 95 percent of our yearly losses, and we needed a more efficient way to identify attackers."

The telco wanted a fraud detection tool that could help its contact centers identify fraudsters more efficiently, and serve to reduce its fraud losses.



Solution

A dedicated crime-fighting partner

As a long-standing partner of Nuance, the company knew that

Nuance Security Suite could offer the capabilities it needed to face fraudsters more effectively. "It's much easier to address fraud across our contact centers with Nuance as our partner. Nuance took the time to understand our challenges, and has given us a solution that genuinely helps in our fight against fraud," comments the Chief Security Officer at the telco.

Now, using Nuance Security Suite, conversations between customers and agents can be quickly analysed for fraud. Nuance Security Suite uses voice biometrics to analyse a wide range of unique characteristics about a person's voice, and compares them to an extensive database of fraudsters.

Results

Fast, accurate fraud detection

After choosing Nuance Security Suite, the telco worked closely with Nuance to implement the solution based on their specific needs. And just one month later, Nuance Security Suite was deployed across all of their contact centers.

They started to see a difference in their fraud detection right away. The time it took to identify fraudsters was reduced by 88 percent, and Nuance Security Suite enabled its fraud analysts to handle over three times the amount of cases each day. "For every new challenge we face, Nuance is there by our side to ensure our fraud solution is evolving in the right direction," states the Analytics Fraud Manager at the Telco. "It's always a collaborative process, and we see real value from that."

Voice biometrics now makes up 79 percent of their overall fraud alerts—with additional tools such



as face recognition used to support the platform. The telco is looking to expand the use of voice biometrics to help improve the customer experience via faster and safer authentication in the near future.

Learn more

Discover what you could do with a dedicated conversational technology expert as your partner. Email us at cxexperts@nuance.com or just visit www.nuance.com/enterprise.



About Nuance Communications, Inc.

Nuance Enterprise is reinventing the relationship between enterprises and consumers through customer engagement solutions powered by artificial intelligence. We aim to be the market leading provider of intelligent self- and assisted-service solutions delivered to large enterprises around the world. These solutions are differentiated by speech, voice biometrics, virtual assistant, web chat and cognitive technologies; enabling cross-channel customer service for IVR, mobile and web, Inbound and Outbound; and magnified by the design and development skill of a global professional services team. We serve Fortune 2500 companies across the globe with a mix of direct and channel partner selling models.