Nuance Business Consulting can help your business identify the best caller identification and authentication methods for your voice channel. Our experts will work hand-in-hand with you to outline a Caller Authentication Strategy. This strategy provides a customized report with quantifiable projections of savings and a plan that will yield high customer adoption and satisfaction. Learn how to improve your company’s voice authentication process today with Nuance’s Caller Authentication Strategy.

caller authentication strategy process
The process for developing a Caller Authentication Strategy for your organization includes two phases: Authentication Objectives Alignment Evaluation and Solution Recommendations.

Authentication Objectives Alignment Evaluation: In this phase, Nuance Business Consulting meets with key stakeholders in your organization to understand your key business objectives, assess current systems, and learn about in-process projects that may impact identification and authentication strategies. Specifically, we want to understand:

• Cross organizational perspectives on the tradeoff between security and convenient access
• Legitimate and fraudulent caller intention
• Caller demographics, including frequency of use of various support channels
• Success metrics on current identification and authentication processes
• Existing and evolving identification and verification standards and requirements across the enterprise
• Current host databases and CRM systems, including available customer attributes, robustness, and accuracy of data
• Operational requirements and issues related to maintaining security information, databases, voiceprints, etc.

Using industry benchmark information, Nuance will quantify expected results, identify potential risks and barriers, and develop recommendations for an authentication solution.

Solution Recommendation: In a comprehensive Caller Authentication Strategy report for your organization, Nuance will provide a detailed recommendation for authentication strategies over your telephone channel. The report may include:

Analysis Results
• Alternatives considered
• Cost/benefit summary, with transaction level breakdowns and benchmarks
• Project risk assessment

Recommendations
• Recommended identification and verification strategies that best meet your organization’s strategy and objectives
• Identification of stakeholder priorities
• Recommended enrollment method
• Technical considerations (Touchtone, Speech, or Biometrics)
• Recommended deployment phasing plan

In addition to the Caller Authentication Strategy report, Nuance will also provide sample calls illustrating the enrollment and verification process of the proposed solution. The goal of the demonstration is to foster education, secure buy-in, and obtain feedback.

what Nuance needs from your team
The key stakeholders should be available for review of the recommendations and deliverables from the Caller Authentication Strategy, including the Application Roadmap, ROI analysis, and sample call demos. To get started, contact your Nuance Account Representative.

about Nuance Communications
Nuance is in the business of helping companies better support, communicate with and understand their customers while maintaining operational efficiency goals. Nuance currently supports over 8 billion care interactions around the world. No other company has as much experience as Nuance in understanding how customers interface with a care operation. Our vision is to make every customer interaction a winning experience. For more information about our customer interaction solutions, business consulting and professional services, please visit www.nuance.com/care.