Nuance Gatekeeper replaces slow, vulnerable authentication factors and reactionary fraud prevention strategies with seamless, secure biometric authentication and intelligent, proactive fraud detection. Through Gatekeeper, companies improve customer and employee experiences, reduce costs, mitigate fraud losses, and protect their brand.

**GATEKEEPER RISK ENGINE**

The core decision-making technology of Gatekeeper. Uses deep neural networks to synthesize data output of biometrics and fraud detectors, plus other available data. AI engine returns a holistic engagement risk score along with the individual signals and factor scores that go into it.

**AUTHENTICATION AND FRAUD PREVENTION FACTORS**

- **Voice biometrics**: fast, secure authentication and real-time fraudster detection
- **Behavioral biometrics**: passive authentication and continuous fraud detection
- **Conversational biometrics**: detect social engineering and fraud mules

**INDUSTRY-LEADING PERFORMANCE**

- **99%** authentication success rates
- **<80%** detection of fraud in under 15 seconds
- **2 sec** or less to authenticate
- **57 sec+** with other authentication methods
- **90%** detection of fraud in under 15 seconds

**Anti-spoofing**

- **Call validation**: interrogate the trustworthiness of a call and detect spoofed caller IDs
- **Synthetic speech**: detect artifacts left behind in the process of voice morphing and text-to-speech
- **Playback detection**: determine whether incoming audio represents live speech or a recording
- **Liveness detection**: analyze whether a speaker is a live human being, a bot or a recording
- **Bot/RAT detection**: identify non-human inputs in an IVR and Remote Access Trojans in digital channels

**Environment detection**

- **Network**: assess call risk based on packet loss and network quality
- **Channel**: determine whether a call is being made from a landline, mobile, or VoIP telephony device
- **DevicePrint**: check whether a device matches a device previously used by the same caller or digital user
- **Geo ID**: determine the approximate origin of a call based on caller ID
About Nuance Communications, Inc.

Nuance Communications (Nuance) 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 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people’s ability to help others.

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ENT_4264_01_DS, May 10, 2021