Streamline, protect, and personalize every call with biometric authentication and intelligent fraud prevention through Nuance Gatekeeper

Outdated authentication creates friction and frustration, adds cost, and leads to fraud

40% of customers can’t remember their security questions anymore

20% of agents nd it difficult to verify the caller’s identity

5-10% of contact centers suffer increased fraud losses in 2020

Nuance layers advanced voice biometrics with other factors to verify the actual person on the other end of the phone. Our AI engine authenticates legitimate customers in seconds and directs fraud teams before they reach the IVR or an agent— reducing friction for legitimate customers, freeing agents to focus on delivering great service, and empowering fraud teams to prevent more fraud.

Improve customer experiences, reduce costs, increase agent productivity, and prevent fraud

99.9% authentication success rate

90% detection of fraud

89 SECONDS

Better outcomes through a unified solution

As a central source of authentication and fraud prevention in every channel, Nuance Gatekeeper delivers higher authentication accuracy and increased detection while simplifying vendor management and integration complexity.

Nuance delivers accurate voice biometrics to help organizations verify the actual person on the phone.

“[Voice authentication] has not only made telephone banking more convenient for customers accessing their accounts, but it has also been instrumental in stopping attempts at telephone banking fraud, protecting customers’ money.”

— Kerri-Anne Mills, Head of Contact Centre and Customer Service, HSBC UK

Things to know:

1. Study by Google and Stanford researchers, accessed 29 July 2021

2. 3rd Annual Consumer Digital Identity Study, IDology, Accessed 10 August 2021


4. Aite Group report, Improved Customer Experience, Reduced Fraud and Cost: Contact Center Solutions, December 2020, accessed 29 July 2021

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500+ successful deployments

600M+ voiceprints created

8B+ transactions secured annually

$2B+ fraud losses prevented every year

5-10% of consumers can’t remember their security question answers

20% of agent handle time is spent on identity verification

36% of ID theft victims reported their phone number was stolen and/or cloned

20% of contact centers suffered increased fraud losses in 2020

Meanwhile, fraud teams efficiently segment, cluster, and search on voices and metadata to uncover and track fraudsters, analyze fraud patterns and trends, and gather data to aid law enforcement investigations.

NUMERICS

500+ voice authentication deployments

600M+ voiceprints created

8B+ fraud losses prevented annually

$2B+ fraud losses prevented every year

Visit www.nuance.com/gatekeeper to learn more