Stop unauthorized resellers and protect your customers

Unauthorized resellers steal from your company, damage your brand, and hurt your customers. Account fraud costs an average of $1,500 per case and can take 15% of a mobile network operator's bottom line 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 while streamlining customer authentication

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.

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.

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

90% of fraud detected

3x fraud cases handled daily

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

92% reduction in fraud losses

“…”

WHY NUANCE?

Visit www.nuance.com/gatekeeper to learn more

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1 Nuance telco customer reporting.


500+ successful deployments

600M+ voiceprints created

2B+ transactions secured annually

500+ successful deployments

600M+ voiceprints created

8B+ transactions secured annually

$2B+ fraud losses prevented every year

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

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

Why Nuance?

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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.

Stop unauthorized resellers and protect your customers

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

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