Automate the help desk and increase security

Reduce IT costs, improve productivity, and prevent fraud

IT help desks are inundated with password reset requests from employees. But necessary security measures create a long, frustrating process for both the IT agent and employee. Every minute spent resetting a password means a minute of lost productivity. And every call to the help desk incurs added costs associated with IT infrastructure and agent time.

With Nuance, you can give employees the ability to securely reset their passwords, 24x7 with no IT agents involved. Our conversational IVR and biometric authentication solutions can reliably verify employees in seconds in a completely automated way, getting them back to work more quickly, reducing IT costs, and blocking an important fraud attack vector.

Outdated employee authentication hurts productivity, adds costs, and leads to fraud

- $1 MILLION spent on password resets by large organizations
- 80% of cybercrime attacks are password-related
- 1/3 of fraud attacks involve a weak internal control

Empower employees with fast, secure password resets available 24x7

Integrate Nuance Gatekeeper into your existing help desk infrastructure or quickly deploy a simple Nuance conversational IVR. Immediately start inspecting incoming calls to detect ANI spoofing, virtualized calls, and other threats.

When an employee calls the help desk, prompt them to state their name and a short identifier. Gatekeeper’s AI risk engine analyzes voice biometrics and other factors, comparing against employee and fraudster voiceprints while checking for synthetic speech, playbacks, and other fraud signals.

Within seconds, Gatekeeper authenticates the employee and gives the green light for a password reset or other action, or creates an alert if it detects suspected fraud or a known fraudster.

- 99% authentication success rate
- 0.5 SECONDS to authenticate
- 5-25 MINUTES of employee time saved per password reset
- 90% if fraud detected with high accuracy

“Using Nuance’s voice biometrics has dramatically reduced login failures, which was taking agents away from other important activities.”

— Mohammed Al-Salman, VP Technology, Riyad Bank

BETTER OUTCOMES THROUGH A UNIFIED SOLUTION

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

- 500+ successful deployments
- 600M+ voiceprints created
- 8B+ transactions secured annually
- $2B+ fraud losses prevented every year

WHY NUANCE?

Visit www.nuance.com/gatekeeper to learn more

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3 https://www.helpnetsecurity.com/2019/04/12/password-less-security-benefits-helpdesks/