

# Verint Engagement Data Management Passive Voice Biometrics

Keeping your customer experience smooth and frictionless while avoiding complex authentication of legitimate callers is a challenge for many organizations. Failure to identify and deal with fraudulent calls can lead to financial loss and reputational damage.

## Now You Can:

- Enhance customer security and reduce fraud-related losses in the contact center by automatically identifying legitimate callers and detecting potential fraudsters at the start of a call.
- Deter impersonation and verify agent identity, regardless of where your employees are working.
- Reduce average handle time (AHT) and increase agent efficiency.
- Drive increased customer satisfaction and deliver a better customer experience by reducing or eliminating the need for lengthy identification, complex security questions, and knowledge-based authentication.

Verint® Engagement Data Management Passive Voice Biometrics™ is part of Verint's ground-breaking Engagement Data Management™ (EDM) solution, a component of Verint Cloud Platform. As an optional module of EDM's compliance capabilities (and also available to run on premises), it provides high levels of security. Operating silently in the background, the solution passively screens calls against a database of customer, agent, and fraudster "voiceprints" — digital representations of a person's voice that are unique to each individual.

By minimizing the need for authentication questions that often frustrate callers, the solution can help deliver a better customer experience, reduce average handle time, and increase agent engagement by freeing them from the responsibility of caller verification. This technology can enhance security by deterring professional fraudsters, who often defeat security questions using a combination of social engineering, stolen personal data, and personal information found online.



# VERINT®

# Verint Engagement Data Management Passive Voice Biometrics

## Benefit from a Unified Solution from a Proven Provider

Verint Engagement Data Management Passive Voice Biometrics combines both identity authentication and fraud detection services while helping reduce average handle time and contact center costs. Using this solution, a global Asian bank authenticated 1.75 million callers in the first two years. Over 99 percent of its customers were happy to allow the use of passive voice biometrics, and the organization reduced the average time to authenticate speakers by more than half.

Key aspects of the solution include:

- **Customer Voiceprint Database** — The solution helps you build a database of legitimate customer voiceprints. Each voiceprint record is linked to a unique customer identifier. When a customer calls, the solution matches each caller against the voiceprint on record for that specific customer..
- **Agent Voiceprint Database** — A database of employee voiceprints matches the agent handling each call to confirm their identity.
- **"Blacklist" Voiceprint Database** — Builds a database of known fraudster voiceprints and screens incoming voices against this watch list of voiceprints.
- **Real-Time Operation** — The solution operates in real time. After collecting about 6 seconds of caller talk time, the system can detect and alert the agent if the caller matches the customer voiceprint, or if the voiceprint indicates a potential fraud risk.
- **Quick Deployment and Easy Integration** — As an optional module of Verint EDM, the solution's voice biometric capability is available for immediate activation on the Verint Cloud Platform. Its native integration with EDM's Capture modules, as well as leading telephony solutions, facilitates easy integration with the contact center infrastructure and faster time to deployment.

## Extend the Value Through Integrations

Verint Engagement Data Management Passive Voice Biometrics supports expansion and scalability according to your organization's needs. The offering can be expanded with additional, optional capabilities, including:

- **Verint Da Vinci™ Active Voice Biometrics™** — Enables the use of biometrics to verify customers' identity in your interactive voice response (IVR), intelligent virtual assistant (IVA), and mobile apps.
- **Verint Speech Analytics™** — Automatically identifies trends, themes, and risks, helping you proactively respond to issues and threats, enhance your customer experience, and support your business objectives.
- **Verint Da Vinci Call Risk Scoring Service™** — Automates the analysis of caller behavior across multiple calls in IVR and voice self-service, and flags suspicious callers to help stop fraud before it occurs.\*

## Part of the Verint Customer Engagement Cloud Platform

Verint Engagement Data Management Passive Voice Biometrics is part of a patent-protected portfolio of cloud solutions that enables the world's most iconic brands to efficiently connect work, data, and experiences to build enduring customer relationships.

## Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.



Learn more at  
[www.verint.com](http://www.verint.com)

\* Available in specific locations only.

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