

# CX Solutions for Financial Services

## Fraud Management

# Security, Identity and Authentication for YOUR Contact Center



Helping businesses to provide the optimal customer experience using voice and digital channels with uncompromising authentication, maximum security, and actionable intelligence on suspicious activity based on data from multiple channels.

### IVR Fraud Prevention

Detect ANI spoofing, virtualized calls, and other threats pre-contact. Identify fraudsters in real-time in the IVR and live agent calls based on their unique biometric characteristics.

### Digital Channels

Prevent account takeovers, new account fraud, bots, social engineering, and fraud mules in mobile, web, and messaging channels.

### Agent Fraud Detection

Prevent hand-offs, unauthorized access, and other internal fraud by verifying employee identities and detecting fraud signals in employee behavior and language.

### Account Recovery

Protect your business from account takeovers and data breaches by replacing vulnerable one-time passcode-based account recovery with our fast, secure voice authentication partner solutions.

## Benefits



**Stop Fraud at the Source**



**Prevent Fraud Losses**



**Improve Fraud Management Team Efficiency**