



## ValidSoft Trusted Agent™

*Voice Identity Assurance for  
Contact Center Agents*

Secure Call Centers from remote  
unauthorized proxy Agents with  
continuous Agent Identity Assurance



The Covid-19 pandemic has changed the way  
people work, perhaps forever.



The impact is widespread and pervasive, affecting  
all aspects of how we interact and communicate  
with each other.



In the contact center world, it is projected that staff  
will spend between 50-100% of their time working  
remotely.



While this provides flexibility for workers, it has  
created an inherent security problem with remote  
workers needing access to secure corporate  
networks and systems but are lacking the  
appropriate authentication solutions required in  
today's identity theft landscape.



This raises serious issues around data  
privacy, regulatory compliance, identity  
theft, and fraud prevention.



For contact centers that process card payments this  
poses an even greater risk as the Payment Card  
Industry (PCI) Data Security Standards (DSS) must be  
complied with.



**It is estimated contact center  
staff will continue to work from  
home 50-100% of the time  
post-pandemic.**

Source: Independent research



Agent authentication at sign-on can be completed with  
as little as 0.5 to 1.5 seconds of speech (active) or 2 to 3  
second of speech (passive) using ValidSoft Voice  
authentication.

To ensure privacy, integrity and compliance, it is vital that  
a company knows with complete certainty that the agent  
handling a customer call is the legitimate agent.

Existing authentication and monitoring tools do not  
protect against unauthorized handovers to proxy agents  
like family members, housemates or friends.

**In a remote work environment this form of collusion is**



Virtually impossible to  
detect and prevent, and



Violates PCI and  
GDPR compliance



Worse, it provides an open door to thieves,  
intent on stealing identity credentials and  
personal data. Such identity data theft  
inevitably leads to fraud and/or ransom.



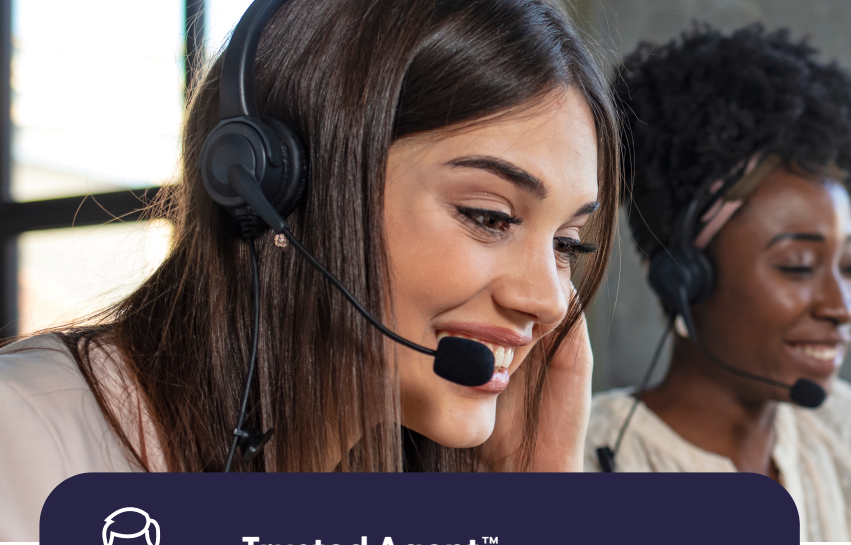
Non-biometric solutions authenticate the  
identity of an authorized agent at point of login  
and prove only possession of a device, not who  
is using the device.



Most biometric solutions do not guarantee  
that an unauthorized handover will not occur  
during the connected session. From a  
compliance standpoint, ensuring the integrity  
of the agent throughout the call, is a  
fundamental necessity.

Continuous authentication is 100% reliable in ensuring that:

1. The Correct agent is authenticated for the duration of the call
2. If any agent changeover occurs (for any purpose) that this event  
is intercepted, logged and appropriate action can be taken



## Trusted Agent™ Assures the Agent's Identity

ValidSoft's world-leading voice biometric solution is truly omni-channel and authenticates users on any channel from Web, Apps and IVR through to pure voice commerce solutions.

In contact center applications, ValidSoft does more than securely authenticate callers. Specifically, for agent-based systems, it securely and passively authenticates the agent each time they answer a call, ensuring the authorized agent and no one else is processing calls and personally identifiable information (PII).

### Identity Assurance happens in 2 ways:



Agents are authenticated at the point of login when the remote (or even non-remote) agent connects to the network or telephone platform.



Crucially, agents are continuously authenticated as they speak naturally

during their calls, providing the organization with complete confidence that customers are always talking to the legitimate agent!

Continuous, transparent authentication ensures that only authorized, trusted agents are accessing the contact center platform and handling customer calls.

**This continuous authentication occurs throughout the entirety of each individual call, ensuring that**

- Any intra-call changeover is detected.
- Is invisible to the remote agent.
- Will alert supervisors immediately should a non-authorized user be detected.

### Benefits of ValidSoft Trusted Agent™

- Integrates with all market-leading Contact Center solutions
- Seamless, real-time and invisible identity assurance. Runs in parallel with consumer voice biometric identity assurance
- Ensures privacy and data protection compliance with all US and global regulations, including HIPAA, CCPA, GDPR, etc
- Prevents unauthorized agent call handover or illegitimate call takeover
- Prevents identity theft
- Enables fraud intelligence sharing of Watchlists of unauthorized "agents"

## THE FASTEST MOST ACCURATE VOICE BIOMETRICS TECHNOLOGY



### Active Identity Assurance at login

"Please authenticate me, with my Voice"  
"Please authenticate me with Access Code 123456"  
Or simply "123456"

Net speech ~ 0.5 to 1.5 seconds  
Elapsed ~ 2 to 3 seconds



### Emergency Workforce Access using Passive Identity Assurance

"Good morning, I'm calling to gain access to my system as I've lost my cell....."

Net speech ~ 2 to 3 seconds  
Elapsed ~ 4 to 6 seconds

### Key Features



**Precision Biometrics**

What was said + Who said it



**Active & Passive**

Conversational | Fixed Phrase | Digits



**Accurate Anti-spoofing**

Replayed Audio | Synthetic Audio



**Language Independent**

Language Agnostic Technology



**Utterance Verification**

Extensive Quality Measures



**Identify & Authenticate**

Customer Authentication | Speaker Identification