

## Agent Identity Assurance in a Post-Pandemic Landscape

Introducing ValidSoft VIP® Voice Authentication Technology - the world's most secure, accurate, precise, and fastest privacy compliant Voice Authentication engine.

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, the projections are that staff will spend between 50-100% of their time homeworking. This raises serious issues in terms of identity theft, fraud prevention and regulatory compliance.

Whilst providing flexibility for their workers, it has created an inherent security problem with remote workers needing access to secure corporate networks and systems, but without having the appropriate authentication solutions that are required in today's identity theft landscape.

For contact centres that process card payments this can pose an even greater risk as the Payment Card Industry (PCI) Data Security Standards (DSS) must be complied with. It's vital that the company knows with complete certainty that the agent handling the customer call is the correct agent.

Existing authentication and monitoring tools do not protect against remote agents allowing unauthorized users, such as family members, housemates or friends, to act as proxy agents on their behalf. Consequently, this form of collusion is virtually impossible to detect and prevent, and contravenes PCI and GDPR compliance. Worse, it provides an open door to thieves intent on stealing identity credentials and personal data. Such data theft will inevitably go on to be used to commit fraud and/or used for ransom purposes.

Non-biometric solutions prove only possession of a device, not who is using the device. Even biometric solutions, whilst authenticating the identity of an authorized agent at the point of login, do not guarantee that a handover to an unauthorized user will not occur during the connected session or individual call. From a compliance standpoint, ensuring the integrity of the agent throughout the call is a fundamental necessity.



**Contact center staff will continue to work from home 50-100% of the time post-pandemic.**



Agent authentication at sign-on can be completed with as little as 0.5 seconds of speech (active) or 2 to 3 seconds of speech (passive) using ValidSoft voice authentication. 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 captured and any handover is to an authenticated agent



## YOUR VOICE IS YOUR MOST UNIQUE CHARACTERISTIC

Did you know that your voice is significantly more secure than any other form of biometrics including facial and finger? This is because your voice is two-dimensional, conveying context as well as unique biometric features. With precision biometrics, not only must it be your voice speaking but what you say must also be correct (such as a specific number sequence). Voice doesn't require any additional hardware and provides the most consistent and strongest security across all customer engagement channels.



## VALIDSOFT GUARANTEES THE AGENTS' IDENTITY

ValidSoft's world-leading voice biometric solution is truly omni-channel and can authenticate agents 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. For agent-based systems, it can also securely and passively authenticate the agent every time they answer a call, ensuring the authorized agent and no one else is processing calls and payment card data. This can happen in 2 ways:

- 1 It can authenticate agents at the point of login – when the remote (or even non-remote) agent connects to the network or telephone platform.
- 2 Crucially, it can continuously authenticate the agents as they speak naturally during their calls providing complete confidence that customers are always talking to the correct person! This continuous authentication occurs throughout the entirety of each individual call, ensuring that even intra-call changeover is detected. It is invisible to the remote agent and will alert **supervisors** etc. immediately should a non-authorized user be detected.

## WHY ARE WE MARKET LEADING?

ValidSoft's Invisible Protection –VIP® – technology differentiates itself using **3 strategic pillars**.



### SECURITY

Precision & Accuracy

**10 times**  
more accurate



### INTEGRITY

Data Privacy & Protection

**4 privacy**  
EuroPriSe™ Seals



### OMNI-CHANNEL

Omni-channel Excellence

**1 model**  
many channels

## THE FASTEST MOST ACCURATE VOICE BIOMETRICS TECHNOLOGY

### Active authentication



**~0.5**  
seconds

*"Please authenticate me, with my Voice"*  
*"Please authenticate me with  
Access Code 123456"*

Net speech  
~ 3 seconds elapsed

### Passive authentication



**~3.0**  
seconds

*"Good morning,  
how can I help you?"*

Net speech  
~ 6 seconds elapsed

## KEY FEATURES



**Active &  
Passive**

Conversational  
Fixed Phrase | Digits



**Precision  
Biometrics**

What Was Said  
& Who Said It



**Accurate  
Anti-spoofing**

Replayed Audio  
Synthetic Audio



**Language  
Independent**

Language  
Agnostic



**Utterance  
Verification**

Extensive  
Quality Measures