

Investment & Financial Services Institution

Faith-based financial institution with 100-year history chooses ValidSoft for state-of-the-art voice-authentication



Customer

Large financial services institution of 400+ employees and \$17B+ assets in management

Region: North America

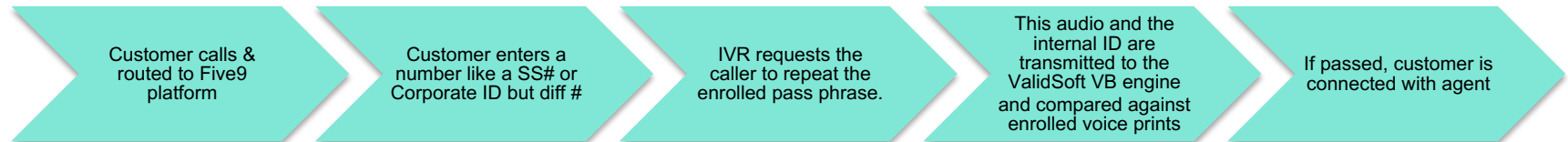
Products: VoicelD®

Challenge

Implement an Anti Fraud voice authentication system to replace password based, KBA authentication method in Call Center: The company wished to preserve the privacy of callers SS# used for identification and since the contact center dealt with both individual and corporate accounts, it was important to determine quickly and accurately whether they were calling in a private capacity or as part of corporate administration..

Solution

ValidSoft VoicelD®: The company used the cloud-based VoicelD solution integrated with their contact center partner, Five9 and used a text dependent model which ensured that the caller is aware of the voice biometric process and could easily use it. To ensure privacy of their SS#s, callers were authenticated by entering a number like a Social Security number but containing a different number of digits.



Results

The company gained a new and effective anti fraud tool and seen a significant decrease in the agent call handling time. enjoyed provided a smooth secure customer login process and reduced agent handling time. Callers appreciated the smooth process.