



BIOMETRIC AUTHENTICATION SERVICES



Many companies today authenticate their customers by asking personal questions with answers easily found on the web. As a result, fraud and personal identity theft continue to climb and talk times remain longer than necessary.

Protect Your Business and Your Customers

ConvergeOne Biometric Authentication Services combine the use of voice, thumb print, facial recognition and more to identify and stop criminal activity, protect the company and the customers, and reduce costs.

Secure Your Environment

HOW IT WORKS

- Voice prints are created based on a natural conversation (passive enrollment), or where a customer is asked to say a certain phrase (active enrollment)
- Patented algorithms use different elements in a speakers' voice, thumbprint, or facial recognition
- 3D Face mapping is used to create a topographic map of a human face - This generates a facial authentication biometric template

THE EXPERIENCE

- For web, mobile web browsers, and apps
- Biometrically authenticate (thumb print, facial recognition)
- Schedule service / appointments
- Enroll customers with verified documents (licenses, passports)
- Share and protect sensitive information (like SSN)
- Securely sign documents
- Available as SaaS or premises based deployment models

BENEFITS

- Reduced fraud
- Exposed criminals
- Secured environment
- Reduced cost
- Reduced handle time
- Increased customer and agent satisfaction
- Increased authentication rate
- Increased overall efficiency

Contact Centers with modern fraud prevention programs empower their agents to become more productive. They enjoy 5.2x greater annual increase in agent productivity.

-- Aberdeen, April 2019

CALL TO ACTION

For more information, please contact your ConvergeOne National Account Manager or visit convergeone.com/ceos.

