NUANCE

Major financial institution deploys passive voice authentication in the IVR

79%

authentication
success rate
in the IVR

80%

faster customer
authentication

82SEC

Average Handle
Time (AHT)
reduction

CHALLENGE: Authenticate customers before they reach an agent, and eliminate the need for passwords or security questions to improve experiences and reduce costs.

SOLUTION: Passive voice authentication from Nuance identifies customers during their voice-controlled navigation of an interactive voice response system (IVR).

RESULTS: Passive voice authentication in the IVR makes customers feel recognised and welcomed by agents while reducing average handle time on customer calls.

This financial institution is one of the largest asset managers in the world, and one of the earliest adopters of voice biometrics technology. Since deploying Nuance's voice biometrics for customer authentication across its contact centres in 2017, the company has enrolled more than 6.5 million customers and is achieving a 99% authentication success rate on live agent calls—streamlining and protecting customer calls while reducing average handle time and other operational costs.

After delivering a smoother experience, increased personalisation, and faster resolution on live agent calls, the asset management firm wanted to innovate even further and bolster its competitive edge by authenticating callers in their interactive voice response system (IVR), even before they reach an agent. But, the problem was that callers only provide an average of one second of audio during an IVR interaction, making biometric authentication a challenge.

"Being able to authenticate customers with passive voice authentication in the IVR means we know exactly who's calling—and what their issue is—before they even reach an agent."

— Customer Experience Leader, major financial institution

One step ahead of the market
Working closely with Nuance's experts, the company extended their Nuance voice biometrics solution into its IVR and tuned the system to authenticate callers from minimal voice utterances. Using out-of-the-box performance of the Nuance voice biometrics engine, the financial institution is able to seamlessly authenticate 79% of customers contacting the care centre before they reach an agent, eliminating the need for lengthy, frustrating knowledge-

"Authenticating customers in our IVR creates a more seamless experience, and saves time for both agents and callers."

— Customer Experience Leader, major financial institution

based authentication. Agents already know both who the customer is and what they're calling about, making customers feel recognised and welcomed. Furthermore, voice authentication is 80% or more faster than their previous password-based method, reducing average handle time by 82 seconds on customer calls.

The company is continuing to improve the verification success rate even further, with the aim to authenticate every customer before they reach an agent. And to make its services even more user-friendly, the team is also extending voice biometrics to mobile channels to streamline and protect every customer interaction wherever and however they engage.

LEARN MORE
Discover how Nuance authentication and fraud prevention solutions can help you deliver superior experiences and prevent fraud across any or all moments of the customer journey. Reach out to cxexperts@nuance.com or visit nuance.com/gatekeeper.

About Nuance Communications, Inc.
Nuance Communications (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others.