

# ACTIVE BIOMETRIC AUTHENTICATION

Improving the customer experience

## ACTIVE AUTHENTICATION PLATFORM

The LumenVox active authentication platform enables building highly flexible and scalable active authentication solutions within your call center. This is a natural enhancement to any Interactive Voice Response (IVR), web or mobile application.

Our platform easily integrates into your existing contact center infrastructure to deliver advanced workflows and business rules that can be composed. The LumenVox active authentication platform allows for easy setup and maintenance of varied enrollment and authentication workflows. Our web-based APIs (including SOAP and RESTful interfaces) allow for direct connections to existing applications.

Sensitive user information is decoupled from the biometric voiceprint, enhancing the security of Personally Identifiable Information (PII). Different thresholds, passphrases or languages can be configured and selected using a configuration identifier.

## KEY FEATURES & BENEFITS



- Text-dependent, text prompted and text-independent usage
- Channel compensation for landline, mobile and data channel usage
- Voice quality measurements
- Playback detection algorithms
- Integrated speech content checks
- Cloud, Premise or On-Device
- Easy integration to Android and iOS apps
- Multiple use modes allow for a variety of application scenarios
- Architected to allow for flexible deployment
- Out-of-the-box tuned language packs for major languages

## BIOMETRIC AUTHENTICATION

LumenVox, a total speech solutions company, provides a complete stack of speech recognition technology enabling enterprises to better understand the “voice of their customer.” LumenVox has deployed a multitude of Call Center identification and authentication applications using voice biometrics, including active/passive authentication and fraud prevention to organizations worldwide. With over 18 years of experience in multi-modal biometric authentication, we are experts in distinguishing and authenticating your customers, employees and partners - easily and securely.

By providing core speech technologies that include the LumenVox Speech Recognizer, Text-to-Speech Engine, Call Progress Analysis, Speech Tuner, and Multifactor Biometric Authentication, LumenVox is well positioned to provide comprehensive, flexible and economical solutions to solve your unique contact center requirements.



### A BETTER USER EXPERIENCE

Active Authentication improves the customer experience by reducing hold and agent times by moving the identification and authentication task from live agents to automation. The customer experience is quick, consistent, safer and more accurate.



### STRONGER AUTHENTICATION & APPLICATION SECURITY

The last thing any enterprise needs is a high-profile data breach. It can take months if not years to recover from the reputational and financial consequences of such an event. Protect your business applications and users with an additional layer of security that uses biometrics to verify their identity and prevent unauthorized access to their accounts. Active multi-factor authentication can reduce unauthorized account access and data breaches, helping to eliminate fraud and identity theft.



### GENERATE COMPELLING COST SAVINGS

Biometric authentication can reduce operational and fraud costs. It enables you to move authentication transactions into the IVR, increasing containment. The more friction-free approach provided by biometric authentication reduces abandonment rates compared to other approaches. A Mastercard study showed that biometrics have a significantly lower abandonment rate than One Time Passwords (OTPs) for example. [source: “Mobile Biometrics in Financial Services: A Five Factor Framework”]

**DISCOVER HOW OUR VOICE BIOMETRICS WORK IN ACTION.  
REQUEST A DEMO TODAY!**



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#### ADDRESS

US: 591 Camino De La Reina,  
Suite 1040, San Diego, CA 92108  
EU: Hofmannstr. 25-27  
D-81379, Munich, Germany



#### PHONE

US: +1 858 - 707 - 7700  
JUST SAY “SALES”  
EU: +49 (89) 127 16 0



#### EMAIL

LVSales@LUMENVOX.COM