

# Analyzing voice to fight contact center fraud.

Leave impersonators, fraudsters and identity thieves speechless with FraudMiner 9.5

Criminals love contact center agents because they are trained to be helpful. This makes contact centers an attractive target for fraudsters who can leverage the abundant information available on social networks. Fraud attacks, including account takeovers, Automated Clearinghouse (ACH) electronic payments fraud, and identity theft are a large and growing issue for businesses and consumers. In fact, account takeover losses contribute to 28% of global identity theft losses.

How do you stop increasingly sophisticated fraudsters from attacking your contact center? Fraudsters may already have your customer's favorite pet's name or date of birth. They may even be able to spoof caller ID, but one thing they can't do is speak with your customer's unique voice.

Nuance's FraudMiner is a fraud prevention and detection solution for contact centers that uses advanced voice biometrics technology to help fraud teams detect known criminals, uncover new fraud patterns, and prevent account takeovers.

## Key benefits

- **Reduce fraud losses.** Detect and identify repeat fraudsters calling your contact center and capture strong evidence
- **Assist law enforcement.** Capture strong evidence to assist in prosecution and prevent future attacks.
- **Adapt to evolving fraud techniques.** Examine fraud attempts for patterns and quickly adapt security procedures
- **Detect first time fraud.** Recognize and analyze suspicious behavior to identify new fraudsters
- **Improve customer satisfaction.** Prevent fraud before customers are affected and deliver voice-enabled transactions that are simple yet highly secure.

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Account takeover losses contribute to 28% of the total identify theft losses, globally in the financial sector

One out of every 2,500 calls into financial institution's call centers is a fraud call. \$42,546 - average loss per account from phone fraud

Voice biometrics can help reduce the cost of fraud in the call center by 90%, and via the mobile channel by 80%

Note: Statistics taken from a market study on fraud related to customer interaction in banking and financial enterprises by Infinity Research, 2015

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### How it works

As calls arrive at a contact center – either through the IVR (interactive voice response) system with Natural Language Understanding or answered by human agents – the company’s contact application records voices and copies the audio files to a folder monitored by FraudMiner. FraudMiner automatically processes the files, detects known fraudsters’ voices and patterns of attack, triggers alarms to security officers, and provides biometrics tools for further investigation. The system works across language, dialect or accent and can readily distinguish between voices on multiple-speaker calls.

### Key capabilities

- **Known and new fraudster detection.** Repeat and first-time offender detection using a variety of techniques: blacklisting, detection of synthetic or recorded attack, suspicious patterns (e.g.: same people calling into multiple accounts, gender mismatch)
- **Advanced alert and management tools.** Identify specific types of fraud activity and signal security officers to take immediate action



- **Backward search.** Uncover the identity and patterns of fraudsters using large-scale, historical search capabilities
- **Provide evidence for law enforcement.** Identify individual fraudsters and patterns of their fraud attacks to collect evidence
- **Simple integration.** A full set of web services and API methods deliver flexible and easy integration with your systems

### Market leading technology

FraudMiner effectively fights contact center fraud on its own, but even greater business impact can be achieved by finding the optimum mix of robust security and exceptional customer experiences. Enterprises can start by streamlining the authentication of legitimate customers and keeping known fraudsters away using Nuance’s VocalPassword and FreeSpeech authentication solutions.

The solutions in Nuance’s voice biometrics security suite are designed to work together to enhance the customer experience across a number of enterprise channels such as the IVR, contact center, and mobile touch-points.

Third parties have consistently rated Nuance voice biometric algorithms as delivering the highest levels of accuracy. Nuance’s voice biometrics solutions are used around the world to create secure, convenient and personalized experiences for consumers. Today, Nuance has over 50 million voiceprints deployed by its customers, representing over 80% of the commercial market.



### About Nuance Communications, Inc.

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit [nuance.com](http://nuance.com).