Fast, secure account recoveries and password resets
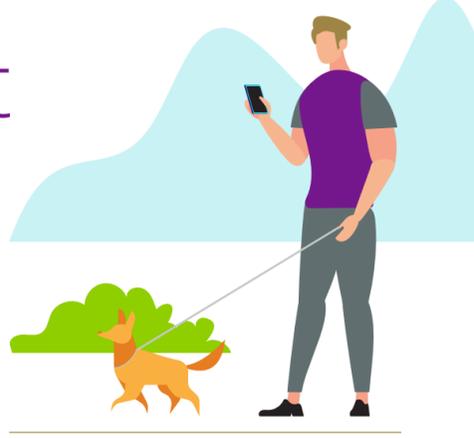
Increase revenue, reduce costs, and prevent fraud in digital transactions

Every second spent resetting a password increases the likelihood that your customer will abandon their transaction. But necessary security measures like one-time passcodes and calls to the contact center add minutes to the process, even as they leave you vulnerable to account takeovers and create costs in your contact center.

With Nuance Gatekeeper, you can transform outdated account recovery procedures into secure, frictionless experiences. Gatekeeper uses advanced voice biometrics and fraud detectors to securely verify customers in seconds when they request a password reset—improving their experience, reducing costs, and preventing account takeovers.

Outdated authentication creates poor experiences, reduces revenue, and leads to fraud

78% of people reset a password every 90 days[1]

68% of shoppers have abandoned an online purchase due to forgetting a password, trouble logging in, or issues receiving a one-time passcode[2]

57% of businesses report increasing fraud losses from account takeovers[3]

19% of SMS-based account recoveries fail[4]

Streamline and protect the account recovery process with Nuance Gatekeeper
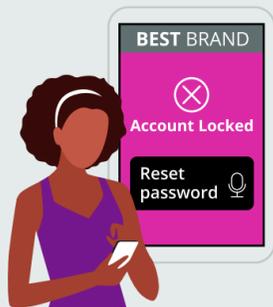
1 When a customer needs to recover an account, instead of sending a one-time passcode or asking them to call your contact center, prompt them to authenticate with their voice in the same channel they're already in.

2 Nuance Gatekeeper's AI risk engine uses advanced voice biometrics and other technologies to analyze their voice, device, behavior, and other factors.
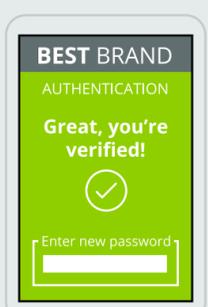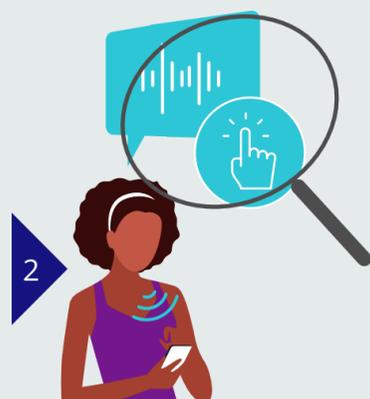
3 Within seconds, Gatekeeper securely authenticates the customer and gives the green light for account recovery, or flags suspected or confirmed fraud for investigation by your fraud analysts.

BEST BRAND
Account Locked
Reset password

BEST BRAND
AUTHENTICATION
Great, you're verified!
Enter new password

Susan Coleman

Improve experiences, reduce costs, and prevent fraud

99% authentication success rates

2 SECONDS or less to verify by voice in-app

90% detection of fraud at high accuracy

5-10 MINUTES saved per password reset call deflected
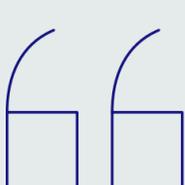
> "Using Nuance's voice biometrics has dramatically reduced login failures, which was taking agents away from other important activities."
>
> — Mohammed Al-Salman, VP Technology, Riyad Bank

BETTER OUTCOMES THROUGH A UNIFIED SOLUTION

As a central source of authentication and fraud prevention in every channel, Gatekeeper delivers higher authentication success rates and increased fraud detection while simplifying vendor management and integration complexity.

WHY NUANCE?

500+ successful deployments

600M+ voiceprints created

8B+ transactions secured annually

$2B+ fraud losses prevented every year

Visit www.nuance.com/authentication to learn more

1 https://www.digitalinformationworld.com/2019/12/new-password-study-finds-78-of-people-had-to-reset-a-password-they-forgot-in-past-90-days.html
2 https://usa.visa.com/visa-everywhere/blog/bdp/2020/01/02/banking-on-biometrics-1578003687083.html
3 https://www.experian.com/decision-analytics/global-fraud-report-2020
4 https://storage.googleapis.com/pub-tools-public-publication-data/pdf/43783.pdf

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