Authenticate & Protect Your Customers Using Voice Biometrics

eVA

Bringing Intelligence to Customer Self-Service
Millions of Times a Day

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PROTECT YOUR CUSTOMERS WITH EVA

Fraud, identity theft and security breaches have become commonplace in America. Customers of financial institutions like yours are often prime targets for fraudsters.

Using passwords, PINs, static security questions and other forms of account authentication were once tried and true methods to protect your customers. Today, however, these methods have been compromised.

Indeed, FFIEC guidance recommends and sometimes mandates using multi-layered, dynamic forms of customer authentication, versus archaic, static methods.

INTRODUCING EVA: VOICE BIOMETRIC AUTHENTICATION

Voice biometrics is a proven method of identification that is perfect for multi-layered authentication systems.

In fact, voice biometrics are more reliable than fingerprints and are used by government intelligence agencies world-wide.

By conducting sophisticated analysis of hundreds of voice characteristics, voice biometrics can accurately identify and authenticate a customer in real-time.

While PINs and other authentication data can be breached, your customer's voice cannot be compromised or stolen. Even voice recordings or "replays" cannot be used to gain

Voice biometrics are more reliable than fingerprints

unauthorized account access, as Eva can ask for words, numbers and phrases in random order, making recordings or even stolen voice prints useless.

EVA PROVIDES BETTER DEFENSE

Eva offers better defense against fraud than PINs or static security questions. This includes brute force attacks, credential sharing, hacking, Phishing, Vhishing, credential resets, Internet searches and social engineering.

In fact, Eva's underlying system boasts a 99.99 percent success rate and is in use in more than 40 countries today, protecting billions of dollars in assets.

Eva lets you authenticate from any phone, any time

HOW DOES IT WORK?

Eva is easy for your customers to use. In just a few minutes, a customer can enroll in Eva. Then, whenever an enrolled user calls, Eva will authenticate their voice. There's nothing for the customer to remember — or to lose.

EVA WORKS IN VIRTUALLY ANY ENVIRONMENT

Eva can identify your customer's voice in noisy environments such as airports or industrial settings by separating the background noise from the voice print.

Whether your customer has a cold or is speaking with a muffled voice, Eva will reliably authenticate their voice in real-time. Eva works in any language, and with any regional accent.

EVA USES MULTIPLE AUTHENTICATION CHANNELS

With Eva your organization can authenticate customers using inbound or outbound calling, texts or a mobile web browser. When a customer calls your IVR, they can authenticate in real-time while they're on the line. If a customer is speaking with a CSR or other representative, the CSR can send the customer a text message with a "talk back" link. Alternatively, the customer can be linked to a mobile web browser to authenticate. All of these methods are automated, saving valuable CSR time and costs while providing a superior customer experience.

Eva's system has a 99.99 percent success rate

CUSTOMER FRIENDLY SECURITY - LOWER COSTS

Eva provides fast, accurate authentication. Call centers and customer service reps do not have to repeat account verification or identification questions. This can save 20 percent or more of their time, resulting in cost savings for your organization and an exceptional service experience for your customers. Password or PIN resets, changes in billing or other transactions can be conducted automatically with Eva.

NO CORE INTEGRATION OR IT PROGRAMMING

Connecting to Eva is simple. There is no core integration and no IT staff is required. Eva also integrates with new or existing IVR and call center systems.

CALL 1-877-860-0025

TO ARRANGE A DEMONSTRATION.

ASK FOR SALES!

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ENACOMM Voice Authentication

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Millions of Times a Day

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ENACOMM is PCI-DSS Level 1 certified and approved by the major payment networks

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