

Improve Customer Experience, Optimise Operational Costs, and Enhance Brand & Reputation



KEY HIGHLIGHTS

Pindrop Passport is a risk-based, multi-factor contact centre authentication solution that reduces friction for genuine callers by providing passive authentication prior to connection with your call centre agents, significantly reducing average handle times, decreasing costs, and hardening vulnerable call centres by eliminating absolute dependence on KBAs.

WHY PINDROP PASSPORT?

Start Authentication on Day 1

Passport immediately eliminates KBA reliance, passively enrolling and authenticating callers and producing ROI from the first day of implementation.

We Enable 'Voice Clustering'

Passport solves the challenge of identifying multiple callers on a single account intelligently with 'Voice Clustering' and can enroll multiple voices on the same account.

Device Agnostic, Speech Agnostic

Passport's 'Deep Voice Engine' enrolls genuine callers and authenticates without the necessity of extracting speech and regardless of device, geographic location, or carrier origination of the call.

Real-Time Risk Analysis

Passport scores risk before authentication, preventing fraudster enrollment and inspires confidence by rejecting the enrollment of any call flagged as 'high-risk'.

ABOUT PINDROP PASSPORT

Pindrop Passport Offers Frictionless, Secure, and Transparent Multi-Factor Authentication for Caller Identification.

Reduce Operations Costs - Improvements in contact centre metrics translate to a reduction in operational costs.

Pindrop's Passive multi-factor authentication solution reduces average handle times by 44 seconds per call. Helping you optimise your workforce, increase your capacity for calls, and improve IVR containment rates ¹.

Improve Customer Service - Self-service options allow customers to get what they need faster

Replacing intrusive and outdated KBA's with passive authentication enables more secure self-service options in the phone channel, empowering customers to decrease call volume by finding answers on their own.

Enhance Brand and Reputation - Passive authentication strengthens security

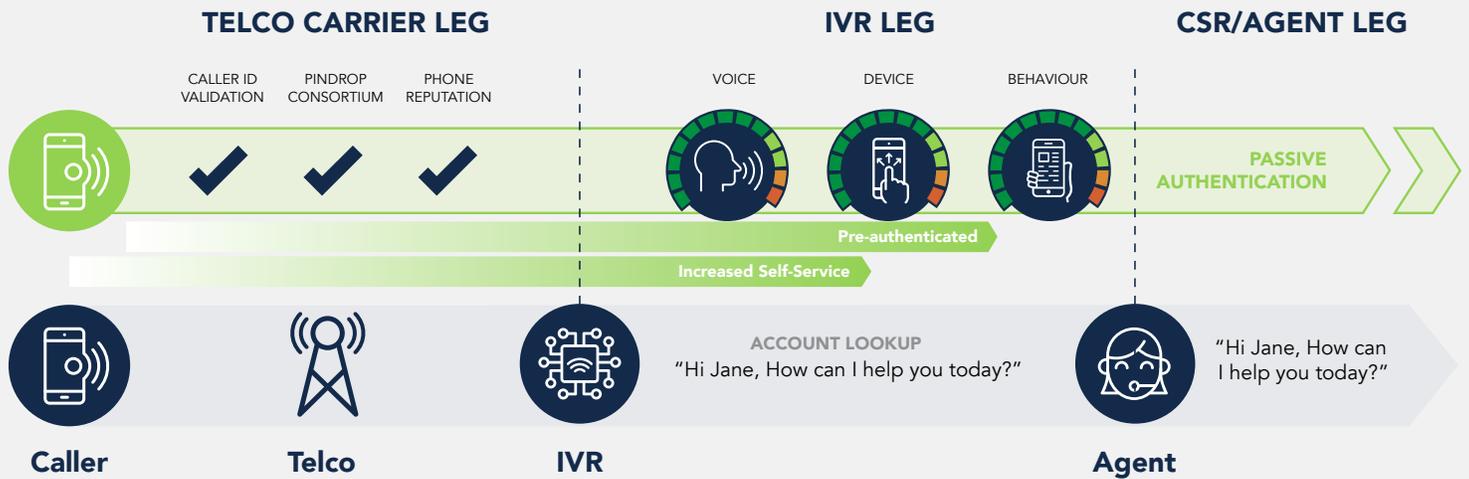
Customers see a frictionless experience in the phone channel as a feature of your product or service. Improve net promoter score with a seamless customer experience and call flow, simplifying resolutions while strengthening security.

Even before the phone rings in the IVR, we can predict if the call is valid through continuous evaluation of credentials to authenticate callers during the first few seconds of the call

[See how it works...](#)

Passport Multi-factor Authentication

Frictionless, secure and transparent



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First-time callers are enrolled passively in the background of the call, utilizing even short utterances to that are phrase and language agnostic.

WHY PINDROP?

Pindrop® Passport provides Day 1 Value and avoids lengthy enrollment periods. Passport is built on a foundation of risk, preventing fraudsters from enrolling into the account. Combine instant value with access to Pindrop® Intelligence Network and you have a highly secure, seamless customer authentication experience that saves time and hardens call centres against attack.

Reputation | Network | Behaviour

¹ Case Study, "Average Handle Time Reduction", Pindrop.com/resources 2019

HOW IT WORKS

Passport uses proprietary multi-factor risk-based authentication processes, leveraging thousands of factors including call risk, behaviour, device, and voice for the identification of incoming callers.

