

# Improve **Customer Experience** Optimize **Operational Costs** Enhance **Brand & Reputation**

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

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





## Pindrop Passport Overview

**Reduce Operations Costs:** Improvements in contact center metrics translate to real dollars in operations costs.

Pindrop's Passive multi-factor authentication solution reduces average handle times by 45 seconds per call. Helping you optimize your workforce, increase your capacity for calls, and improve IVR containment rates<sup>1</sup>.

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

Replacing intrusive and outdated KBAs with passive authentication enables more secure self-service options in the phone channel, empowering customers to decrease call volume by finding answers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 tell if the call is valid through continuous evaluation of credentials to authenticate callers during the first few seconds of the call.

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

## 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, Voice Agnostic.

Passport's 'Deep Voice Engine' ensures genuine caller enrollment and authentication without the necessity of voice 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.'

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<sup>1</sup> Case study, "Average Handle Time Reduction", Pindrop.com/resources 2019

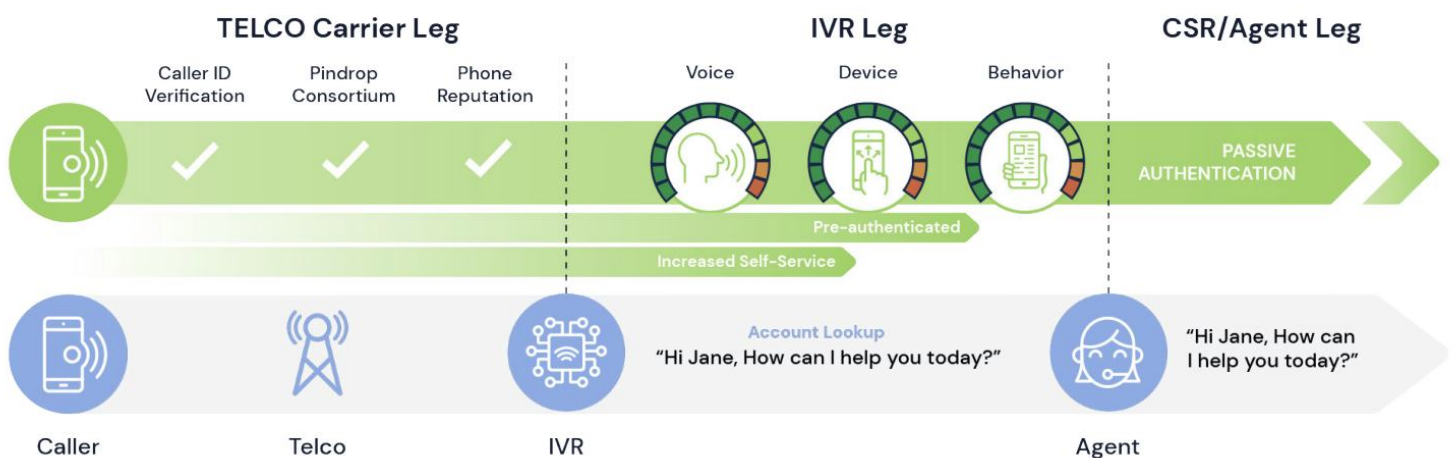


# Passport Multi-factor Authentication

Frictionless, Secure, & Transparent

## How it Works:

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



## 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 centers against attack.

## About Pindrop

Pindrop solutions are leading the way to the future of voice by establishing the standard for identity, security, and intelligence for voice interactions. Pindrop solutions help protect some of the biggest banks, insurers, and retailers in the world using patented technology that extracts intelligence from the calls and voices encountered. Pindrop Security, Inc., a privately held company headquartered in Atlanta, GA, was founded in 2011 by Dr. Vijay Balasubramaniyan, Dr. Paul Judge, and Dr. Mustaque Ahamad. Pindrop is venture-backed by Andreessen Horowitz, Citi Ventures, Felicis Ventures, CapitalG, GV, IVP, and Vitruvian Partners. For more information, please visit [pindrop.com](https://pindrop.com).