



Contact Center Fraud Prevention

Preventing Fraud in the Contact Center

What is Voice Biometrics?

Voice Biometrics uses voice patterns to produce unique identification for every individual, using more than 50 physical and behavioral factors. Behavioral characteristics include pronunciation, emphasis, speed of speech, accent, while physical characteristics include the unique physical traits of your vocal tract, mouth shape and size, nasal passages, etc. The uniqueness of these characteristics for every individual makes voice biometric authentication impossible to falsify.

NICE's Voice Biometric engine is also text-independent, allowing a voice print to be identified in real time through free speech without being reliant on a specific phrase to accurately identify an individual.

Fraud Prevention on an On-Going and Real-Time Basis

On-Going Contact Center Fraud Prevention

On-Going Contact Center Fraud Prevention allows all terminated calls to be screened against a suspicious watch list to identify fraud across all interactions.

All terminated calls are batch-processed using multi-layered anti-fraud analytics, to produce an Interaction Risk Score. Low risk interactions are automatically approved, whereas high risk interactions can result in a transaction being held and further investigated via the Risk Case Manager.

In order to continuously improve fraud prevention, high-risk interactions can be analyzed and new voice prints added to the suspicious watch list to mitigate future fraud risk and further cut fraud losses.

Question	Answer	Positive
Destination of last travel	Mexico City	<input type="checkbox"/>
Club membership	Blue Oaks Golf Club	<input type="checkbox"/>
Name of business where you purchased goods over 5 times this month	Seven Eleven	<input type="checkbox"/>
The expiry date of your debit card	04/07/2014	<input type="checkbox"/>
Max amount of your line of credit	\$10000	<input type="checkbox"/>

Submit

New Contact

Phone: j.Johns@gmail.com (999)

Checking Suspicious Watchlist

NICE

Parallel process: Real-Time guidance on knowledge-based authentication and voice print matching

Real-Time Contact Center Fraud Prevention

Real-Time Contact Center Fraud Prevention utilizes multi-layered anti-fraud analytics to detect fraud in real time.

High-risk interactions automatically undergo on-demand voice print matching with the fraudster database in parallel with real-time agent guidance on knowledge-based authentication. Positive voice print matches trigger Real-Time Guidance for Fraud based on defined fraud handling rules, such as referring the customer to the nearest branch or hot/cold call transfer to a fraud officer.

Branch Identification

Caller is suspected as a high fraud risk!

Refer Mr. Johns to the nearest branch for identification with passport or driver's license.

Search Nearest Branch

Real time alert and guidance based on positive voice print match in the fraudster watch list

[Stop Fraud. Cut Losses. Protect Customers.](#)

Protect Against Known Fraudsters

All contact center interactions can now be screened to detect fraud. Contact Center Fraud Prevention prevents fraud by using voice biometrics to screen calls against a watch list of known fraudsters, allowing you to protect all your customers against known fraudsters from day one. Contact Center Fraud Prevention builds and refines the fraudster database to continuously enhance your fraud protection and further cut fraud losses.

Strengthen Your First Line of Defense

Your agents are on the front line against ever-more sophisticated fraudsters. Fraudsters are constantly looking to manipulate the agent and take advantage of agents' tendency to assist, resolve problems and provide a positive customer experience. Contact Center Fraud Prevention tackles fraud prevention, allowing your agents to focus on customer service. The system also helps agents handle high-risk interactions through real-time guidance to ensure compliance with your organization's fraud handling policy.

Streamline Operations for Safe Interactions

While only a small minority of interactions in your contact center are suspicious, traditional fraud prevention creates service hurdles for the vast majority of customers. Contact Center Fraud Prevention facilitates better service to legitimate customers by streamlining operations for safe interactions, allowing agents to quickly tend to customer requests and improve the customer experience.

Stop High Risk Transactions in Progress

Every day fraudulent transactions are authorized before they can be investigated, resulting in fraud losses which can cost organizations millions of dollars annually. Contact Center Fraud Prevention identifies and prioritizes high-risk interactions for investigation before they are authorized, both in real time and on an on-going basis. In addition, the system cuts operational costs by focusing fraud resources only on high-risk interactions.

Mitigate Customer Churn Through Early Fraud Detection

Fraud presents a significant churn risk, especially given the higher rates of churn amongst customers affected by fraud. Contact Center Fraud Prevention enables early fraud detection, allowing you to proactively reach out to your customers to build and maintain trust when they have become victims of fraud.

Stay One Step Ahead of Fraudsters

Contact Center Fraud Prevention allows you to monitor and track fraudsters' behavior to protect against future fraud. All high-risk interactions can be managed via the Risk Case Manager to identify and protect against new fraud patterns, as well as add new suspected fraudsters to the suspicious watch list to add an extra layer of security against future fraud threats.

ABOUT NICE

NICE Systems (NASDAQ: NICE), is the worldwide leader of intent-based solutions that capture and analyze interactions and transactions, realize intent, and extract and leverage insights to deliver impact in real time.

Driven by cross-channel and multi-sensor analytics, NICE solutions enable organizations to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security.

NICE serves over 25,000 organizations in the enterprise and security sectors, representing a variety of sizes and industries in more than 150 countries, and including over 80 of the Fortune 100 companies. www.nice.com.

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