



Customer eXperience Summit 2019

London
21st March 2019



Bring Intelligence to Life™



Discover the world's most trusted customer authentication and fraud prevention solution

March, 2019

Presenters



Brett Beranek
Vice President, Biometrics and Security

Most Trusted Solution Globally



Nuance
Security Suite
Powering:

500
enterprises

400m
voiceprints

5B
transactions

\$1B
annual fraud savings

Contact Center
Authentication



Contact Center
Fraud
Prevention



Digital
Authentication
& Fraud
Prevention



Nuance delivers

99%

**authentication
success rate**



Industry leading
**biometric
authentication**

90%

**detection of fraud
attempts**



Industry leading
fraud prevention

85%

**automation of manual
authentication
processes**



Industry leading
operational savings

Welcome, Nuance Customers!



Liz Harmon

- Digital Engagement Development Manager in AIB's Digital Centre of Excellence
- 20 years of contact centre experience ranging from complex upgrades to implementation of new technologies.
- With AIB since 2003, Contact Centre CRM systems, Telephony systems and Web Customer Services product manager
- Led first implementation of Voice Biometrics in Ireland
- Focused on strong customer experience outcomes and contact centre efficiency



Caroline Clemens

- Senior Expert User Interface Design, DEUTSCHE TELEKOM SERVICE GMBH
- Started her career at the T-Lab in Berlin, the Deutsche Telekom innovation laboratories.
- Passionate about innovations and linguistic and voice recognition
- Managed first implementation of Voice Biometrics in Germany
- Focused on strong customer experience outcomes and contact centre efficiency



- Launched Nuance Voice Biometrics branded as AIB Voice ID to AIB, First Trust and Allied Irish Bank Personal customers in Oct 2018.
- Currently have enabled early customer enrolment in order to build AIB customer background model.
- Positive customer feedback on enrolment journey to date.
- Full authentication journey deployment scheduled May 2019
- Fraud Miner POC planned for Q2 2019
- Working through high level design for implementation of Voice ID within AIB's Mobile Banking application



- Nuance Voice Biometrics branded as "SprachID" to Deutsche Telekom Services GmbH as first company using biometrics in Germany
- 200,000 voiceprints registered within first 5 months
- 75% of customers say it's more convenient
- Full omni-channel authentication journey deployment planned



Questions



Thank you



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