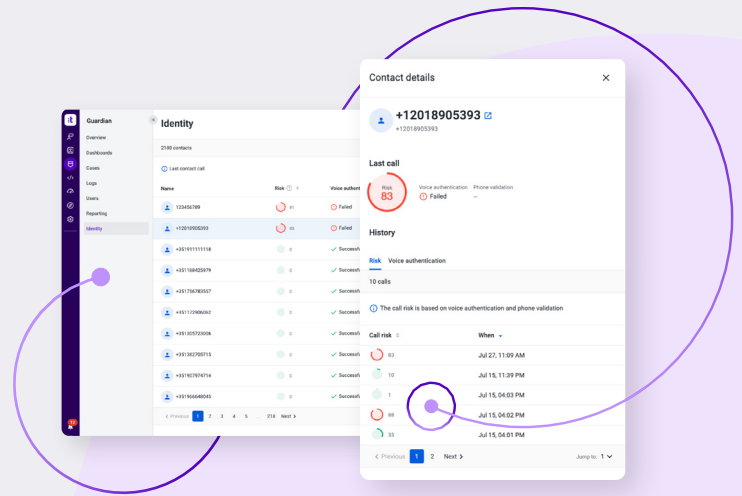




Talkdesk Identity

Quickly and securely connect customers with agents using self-service, real-time authentication with voice biometrics. Increase operational efficiency while preventing fraud and identity theft.

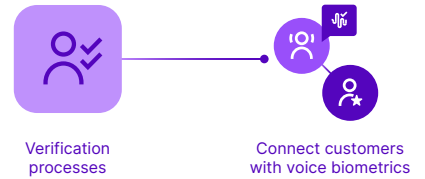


Improve the customer experience and protect customer data with the power of self-service authentication to quickly route customers to agents. Mitigate the risks of your remote and hybrid contact center with an additional layer of security that helps identify potential threats and eliminates fraudsters.

Main capabilities

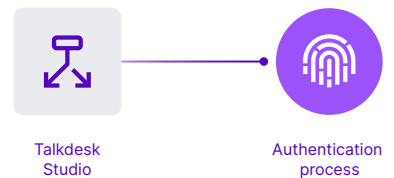
Drive self-service authentication.

Shorten lengthy verification processes and connect customers with agents quickly and securely with voice biometrics.



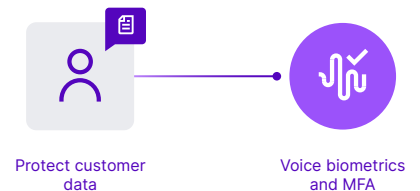
Shorten average handle times.

Integrate seamlessly with Talkdesk Studio™ to automate the entire authentication process.



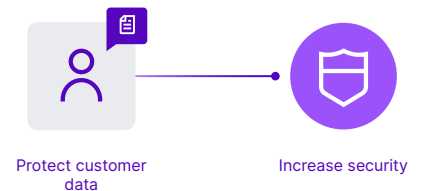
Prevent unauthorized access.

Protect customer data with voice biometrics and multi-factor authentication (MFA).



Expose fraudsters in real-time.

Increase security and protect customer data by flagging high-risk interactions to stop fraudsters from gaining access to your contact center.



Key features



Voice biometrics

An additional layer of security that verifies caller identity based on unique vocal characteristics.



Phone validation insights

Quickly extract value with near real-time visibility into fraud scores and aggregated contact details.



Risk scoring

Understand if and which callers are more of a risk to your contact center.



Seamless Studio integration

Integrate with Talkdesk Studio™ and increase IVR containment rates.

The screenshot displays the 'Identity' interface. On the left, a table lists 20 contacts with columns for Name, Call risk, Voice authentication, and Phone validation. The contact with phone number +18332075114 is highlighted. On the right, a detailed view for this contact shows the phone number, last call date (Nov 24, 05:29 PM), and a risk score of 47%. Below this, a 'History' section shows a list of 8 calls with columns for Risk, Voice authentication, and Phone validation, along with the call date and time.

Name	Call risk	Voice authentication	Phone validation
+18332075114	47%	Successful	Safe
115599	81%	Failed	
1906	80%	Failed	
+19292955461	42%	Successful	
222333	62%	Successful	
234111001	82%	Failed	
GO Guardian OMG2	85%	Error occurred	
1907	60%	Successful	
999888	77%	Failed	
555444	88%	Failed	

About Talkdesk

Talkdesk® is a global cloud contact center leader for customer-obsessed companies. Our automation-first customer experience solutions optimize our customers' most critical customer service processes. Our speed of innovation, vertical expertise, and global footprint reflect our commitment to ensuring that businesses can deliver better experiences across any industry and through any channel, resulting in higher customer satisfaction and accelerated business outcomes.

talkdesk®

Experience. A better way.

[Talkdesk Identity](#)

