



# Customer Authentication

Save \$1.00 or more per call in your contact center and instantly authenticate customers to 1:1Billion certainty

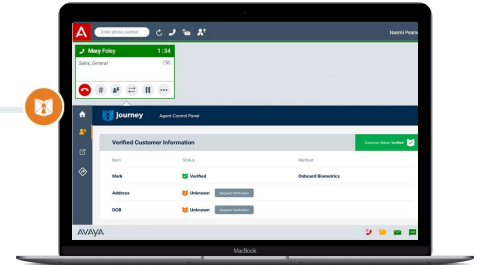
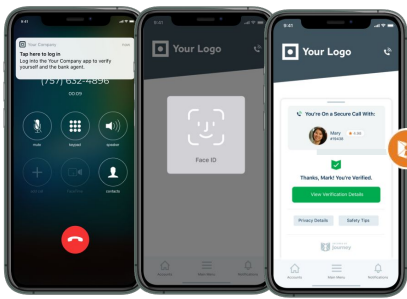
## Identity Is the Cornerstone of a Better Contact Center

Journey takes a completely new approach to verifying identity across the customer lifecycle that is faster, more secure, and 100% compliant with security and privacy regulations.

Our solution instantly authenticates customer identity when connecting to the contact center, providing a secure, private, and personalized experience, with 99.9999% veracity.



## Protect Your Customers & Contact Center with Journey's Trusted Identity Platform



Customers leverage built-in biometric sensors to instantly authenticate their identity when connecting to the contact center

Journey orchestrates the process with all data individually encrypted and routed via our ultra-secure Zero Knowledge Network

The agent is automatically connected to a verified customer able to securely share sensitive data that is validated, but not exposed to the agent

Watch a 3-minute demo at <https://journey.ai/video-library/>

### Why Journey



- Verify customer identity in near real-time, saving \$1.00 or more per call and \$400+ per agent/month
- Reduce identity based fraud to near zero with authentication accuracy up to 1:1Billion
- Eliminate frustrating knowledge based security questions that are easily compromised
- Future proof against security and privacy regulations like PCI DSS, GDPR, CCPA, and more
- Leverage advanced services like new-customer digital onboarding, secure payment processing, document signing, and more

### Why Avaya



- Trusted Identity solutions deliver unique value add for Avaya customers - especially in financial sector, healthcare, and retail market segments
- Deep integration with Avaya tech stack to support the widest possible breadth of use cases
  - ✓ Avaya Workspaces for Elite & Oceana
  - ✓ Avaya Experience Portal
  - ✓ Avaya Proactive Outreach Manager
- Opportunity to drive customer upgrades and Avaya professional services engagements to design and deliver services - backed by Journey resources throughout

Contact Us Today to Learn More

[sales@journey.ai](mailto:sales@journey.ai) or visit [www.journey.ai](http://www.journey.ai)