



Fast and Secure Inbound Authentication

Seamless and secure authentication of inbound callers and users is essential for any contact center that deals with sensitive customer information. Until now, identity tools create friction on the customer, consume contact center resources, and invite fraud. Bad combination.

Now there's a way to establish high veracity identity in seconds using a ground-breaking approach.

Elevating Authentication from a Must Do to a Great Customer Experience

Everyday authentication, the process by which an individual proves their identity with a business or entity in order to conduct business securely, is absolutely essential to ensuring the security and data privacy - and for the most part is overdue for an overhaul.

Knowledge Based Authentication is slow (often anywhere from 45 seconds to as long as five minutes) annoying, and can be gamed easily by fraudsters. Consumers hate usernames, passwords, silly "security" questions, and 6-digit codes sent to their email or mobile.

The importance of secure authentication is hard to overstate, and Journey has built a radically different approach to authentication that is fast, highly accurate, and has a smooth and elegant customer experience.



Invoke the right mix of authentication type based on desired security

Agent sees only proof that data was verified, not the raw data itself



High Veracity Identity

Journey enables a wide variety of authentication techniques, like biometrics, proving caller identity in seconds.



Secure and Privacy-Preserving

Journey uses a purpose built, patented identity network to encrypt and verify customer data without showing it to the agent.



Award-Winning Customer Experience

Make each experience with your customers sleek and productive using the powerful sensors on smartphones and laptops.



Easy Integration, Scalable, and Flexible

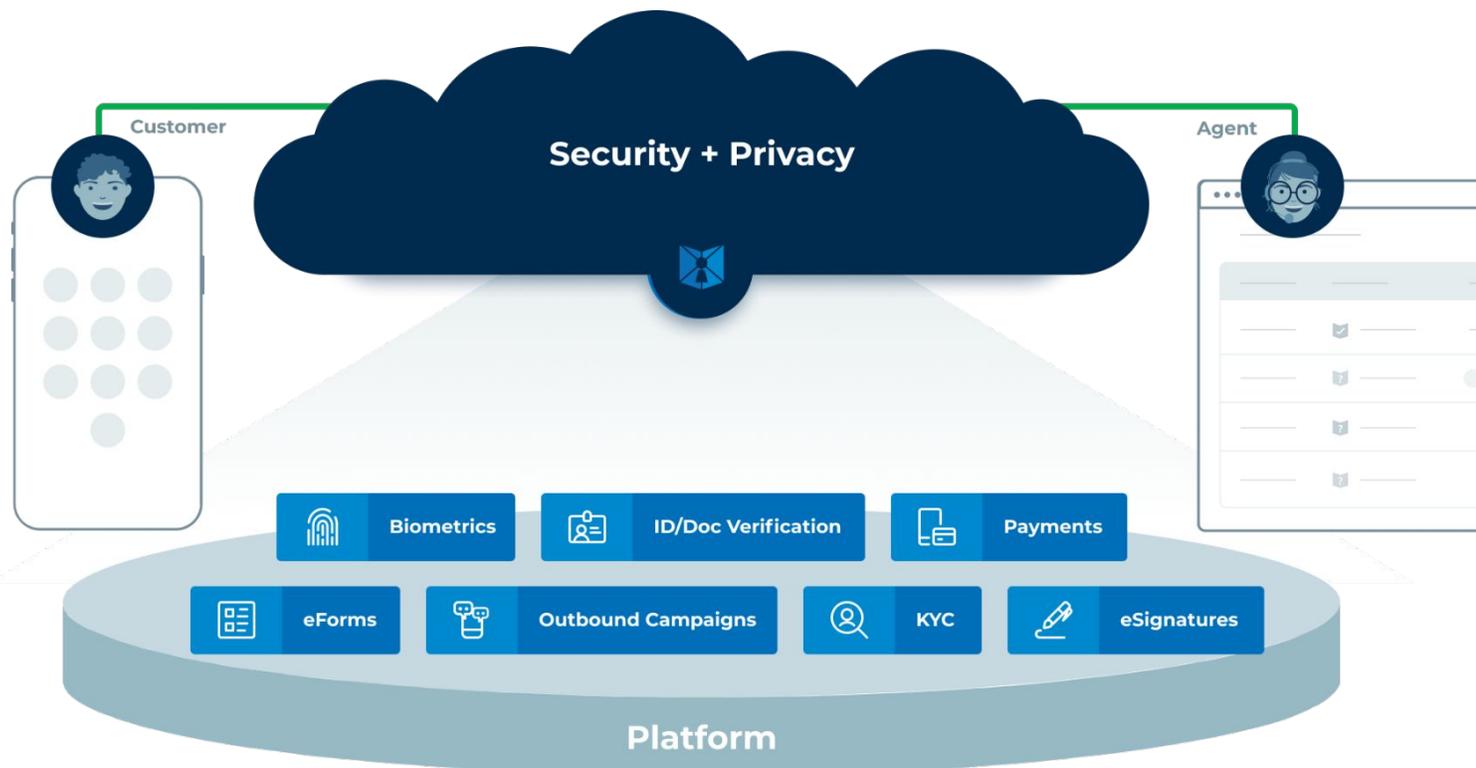
Flexible platform that can easily integrate with existing authentication tools or enable easy access to cutting edge technologies like facial biometrics.

Journey's patented and award-winning Zero Knowledge Network™

The first solution of its kind in the market. This is not a slight improvement on previous authentication tools; it's a wholly new approach to identity proofing and creating an amazing first experience for customers.

Foundations of Journey's Authentication

- Identity platform enables wide variety of authentication options
- Leverages the power of smartphone and laptop sensors
- eForms capture additional info
- Data encrypted, verified, but not revealed
- Same experience across all touchpoints



Key Benefits

Customer

- Authenticate in as little as 2 seconds to 1:1,000,000 confidence
- Sensitive information is encrypted, verified, but never shown to the agent
- Privacy preserving data exchange means that no one, including Journey, can see their data in transit
- Identity proof travels across transfers

Agent

- Remove all sensitive customer data from the agent screen, making it safe for all agents working remotely
- Enable faster customer service, fewer steps, and reduce human error
- Happier customers equal happier agents

Contact Center Leaders

- Save \$1 per call on average by making the authentication process fast and painless
- Remain compliant with all privacy and security regulations
- Protect and defend your contact center against all common fraud types - ATO, synthetic fraud, social engineering, insider attacks

Risk, Compliance, and Security Teams

- Zero Knowledge and Zero Trust are foundational elements of Journey's platform and network approach
- Data is individually encrypted and ephemeral, completely changing hacker economics
- Vastly reduce the scope of compliance by taking the entire contact center tech stack out of scope