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Webinar: Improve satisfaction and reduce costs with Voice Biometrics

Webinar Topic:

Voice Biometrics: Striking a balance between security and convenience

Date and Time:

Tuesday, October 27

2pm ET / 11am PT

Duration:

60 minutes

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Dear Nikki,

The frequency and increasing sophistication of fraud threats are causing government agencies to follow the lead of financial institutions and **re-evaluate their security measures**. But legacy interrogation processes ("what was your first pet's name?") are frustrating for citizens and consume contact center resources.

Enter voice biometrics: a secure, easy solution for decreasing fraud and improving the contact center experience with a proven ROI.

Join us for this live Webinar

<http://marketing.cjisgroup.com/acton/form/6839/0032:d-0003/0/index.htm?elq=f0243ffd975e4c0dbd5705f98a653720&elqCampaignId=5978&elqaid=20969&elqat=1&elqTrackId=3950d8b453b24fffb1577ccbd75ceee4> to learn why voice biometrics is critical for protecting your citizens and your bottom line. We'll answer these questions and more:

- How does voice biometrics work? Is it accurate?
- How can voice biometrics increase customer satisfaction and agent productivity?
- What are the deployment options for citizen and employee authentication using voice biometrics?

If you're serious about providing secure access to information and a better citizen experience, this Webinar will share everything you need to know to get started.

About the presenters:

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Oksana Walton

Solution Marketing Manager, Voice Biometrics, Nuance

Oksana Walton is responsible for Nuance's voice biometrics solutions marketing. She has diverse experience in marketing and sales, engineering and product development and has managed portfolios of IT security products, designed aerospace components, and successfully sold Nuance's imaging solutions. She earned an MBA from the University of California, Davis and Masters of Science Equivalent in Aerospace Engineering from Moscow Aviation Institute. Oksana is fluent in Russian and enjoys developing and honing her communication and leadership skills with Toastmasters International

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