

BioTrust Account Recovery

Save up to €30 per employee account recovery request

Drive down IT Helpdesk costs and reduce support calls by up to 35%

- Automate password resets with voice authentication to deflect trouble tickets
- Increase employee productivity with fast 24 / 7 resets from any device, anywhere

The Benefits of Account Recovery

Enhance Security of your Users



Millions of personal identity records are compromised each year through data breaches that include email addresses, passwords and PINs. Protect your customers and employees with a voice-based account recovery for stronger security and authentication.

Make Account Recovery More Convenient



Empower your customers and employees to reset their accounts without the involvement of a help desk agent. Save them from having to remember security questions or PINs that are easily lost or shared. Reliably authenticate your users anywhere and anytime with a simple spoken passphrase.

Cost Savings



About 30% of calls to the help desk involve routine account resets that are costly and time-consuming. Save up to €30 per request by automating the process and authenticating your customers and employees faster. Significantly reduce inbound requests to your help desk and achieve an ROI typically within one year.



Contact

www.biotrustid.com | info@biotrustid.com
IJsselmeerweg 1 - 1411 AA - Naarden - The Netherlands

How it Works

24/7 Self-Service Account Recovery



User calls or receives an automated call-back initiated from the web, or opens the mobile app



Repeats random set of words or a passphrase



The customer's voice is compared to the enrolled voiceprint



Account resets is executed directly upon successful verification

Account Recovery Features

- Voice-based caller verification
- 24 / 7 password resets from any phone
- Scalable to thousands of users
- Mobile, web, and telephone channels
- 40+ connectors for easy integration with your directory platforms and IVR systems
- Works regardless of language or accents
- On-premise and cloud deployment models
- Includes the option of knowledge based questionnaires

About BioTrust

We provide voice authentication solutions that prevent fraud, eliminate identity theft, and make application logins more secure. Fortune Global 500 clients including banks, insurance companies, call centres, and enterprises rely on our solutions to verify the identity of millions of users. Founded in 2000, the privately-owned company is headquartered in Naarden, The Netherlands, with additional offices in Germany, the USA and Serbia.



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