

Customer engagement, Authentication & fraud prevention

Nuance Gatekeeper biometric authentication is now available on the Genesys AppFoundry

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With Nuance Gatekeeper now available on the Genesys AppFoundry, Genesys Cloud CX customers can now easily deploy our market-leading biometric authentication and intelligent fraud prevention platform—helping them protect their customers, improve experiences, and reduce fraud losses.

As fraud levels continue to rise, all of us who work in the security industry must combine our efforts to protect customers and fight fraudsters. So I'm delighted to announce that [Nuance Gatekeeper](#)—our cloud-native biometric authentication solution—is now available on the [Genesys AppFoundry](#).

The AppFoundry is a marketplace offering a curated selection of applications and integrations that help create great customer and employee experiences. With the addition of Gatekeeper, Genesys customers can now access Nuance's industry-leading voice authentication and intelligent fraud prevention capabilities on the [Genesys Cloud CX platform](#).

The next step in a valuable partnership

Genesys is a longstanding member of Nuance's [extensive partner network](#), and we're continually looking for new ways to combine our offerings to add more value for all our customers.

Genesys Cloud CX is an API-first experience orchestration platform that enables organizations to coordinate every interaction across omnichannel customer journeys and deliver frictionless, connected experiences for customers and employees. It's perfectly aligned with Nuance's unique set of open, modular cloud services spanning conversational AI, agent AI, and security AI.

"As a longstanding partner, Genesys and Nuance are aligned in our mission to help organizations deliver exceptional, secure and efficient customer experiences," said Olivier Jouve, chief product officer at Genesys. "Gatekeeper's addition to the AppFoundry provides customers with an intelligent and advanced solution for fraud prevention, enabling them to extend the value of Genesys Cloud CX."

Bringing the power of biometrics to Genesys Cloud CX

With Gatekeeper, agents using Genesys Cloud CX will now benefit from real-time biometric authentication and fraud alerts directly in their user interface, so they can focus on serving customers, not verifying their identity.

Gatekeeper uses state-of-the-art deep neural networks to authenticate a person with as little as 0.5 seconds of audio and achieve up to 99% authentication success rates. It can accurately authenticate customers (and identify known fraudsters) regardless of background noise, illnesses, and other factors that can affect the sound of someone's voice. Gatekeeper can also detect recorded and synthetic voices, making life even harder for fraudsters.

Gatekeeper identifies non-biometric factors such as ANI, device, channel, location, and network to flag suspicious signals such as hidden network origins, SIM swapping, and spoofing. By combining non-biometric and biometric authentication factors in a central AI risk engine, the platform can accurately assess the risk of every interaction in real time.

Legitimate customers get a fast, frictionless experience, with no need to remember PINs, passwords, and answers to security questions. Agents are no longer burdened by lengthy authentication processes that increase handle times and customer frustration. And fraudsters find it much harder to commit their crimes, as the customer information they've bought or stolen is useless to them.

Business value beyond the contact center

Fraud prevention teams also benefit from Gatekeeper by uncovering new attack vectors and fraud tactics. And with biometrics stopping most fraud before it happens—and fewer false positives to distract the team—they can [focus on investigating the cases that matter](#).

Plus, IT teams will be pleased to hear that out-of-the-box integration of audio acquisition with Genesys Cloud CX makes it much simpler to deploy biometrics in the contact center.

Protecting millions, saving billions

Genesys Cloud CX customers can now join more than 500 organizations around the world that have enrolled over 600 million biometric prints on Gatekeeper. Together, they secure over 8 billion customer engagements and prevent more than \$2 billion in fraud losses each year. To learn more about Nuance Gatekeeper for Genesys Cloud CX, [get the data sheet](#).

Tags: [Nuance Gatekeeper](#), [Voice biometrics](#), [Genesys](#), [Fraud prevention](#)



About Brett Beranek

Brett Beranek is responsible for overseeing the security and biometric line of business at Nuance, a Microsoft company. In this role for the past 12 years, Beranek has brought Nuance to a leadership position in the biometric authentication and biometric fraud prevention space. A thought leader in the field of biometrics, Beranek is a frequent contributor in industry events and the media on the topic of AI technology and its use by the fraud community, and how society can mitigate against these evolving threats. Prior to Nuance, he held various leadership positions in the biometrics and security industry. He has earned a Bachelor of Commerce, Information Systems Major, from McGill University as well as an Executive Marketing certificate from Massachusetts Institute of Technology's Sloan School of Management. Beranek is also a certified Master Fraud Prevention Black Belt professional.

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