



Aspect Verify®

Aspect Verify is a convenient SaaS solution that keeps the customer experience at the centre of fraud prevention and detection in today's digital, mobile world. It goes beyond prevention and detection by managing the ongoing communications on an omnichannel platform when communication needs to be initiated with the customer. By engaging your customers in a seamless, automated two-way dialogue wherever they are, you are better positioned to mitigate the risk factors while enhancing the relationship with your consumers.

Aspect Verify is a suite of automated solutions for proactive monitoring, identification, prevention, and notification of fraudulent transactions. Notification options target both the organisation and the customer and include system-level alerts as well as phone calls, SMS, and email. Aspect Verify allows you to manage the ongoing communication with the customer once fraud has been detected.

Aspect Verify is modular in nature and lets you select just those features that make sense for your business. Unique technical solutions such as detecting a swapped SIM card or a diverted call or SMS message complement any fraud detection and response plans you already have in place.

Key Differentiators for Aspect

- ✓ **Innovative Technology for Fraud Detection**
Unique techniques such as SIM Swap, Divert Detection, Location Verification and Fraud Indicator Profiling result in a whole new level of security.
- ✓ **Modular Offering that Suits Your Needs**
Implement one or more of the Aspect Verify modules depending on the needs and risks to be addressed.
- ✓ **Real-time Monitoring and Alerting**
Fraudulent activity is detected in real time simultaneously with transactions. When identifying risk, Aspect Verify follows predefined business rules that initiate alerts to your organisation and customers.
- ✓ **Omnichannel Communications**
As part of the Aspect Software portfolio, Aspect Verify leverages the digital channels that are preferred by customers to interact with businesses including voice, SMS and email.
- ✓ **Seamless Integration through SaaS**
Aspect Verify is deployed in the cloud and does not require any equipment from you or your customers. Additionally, it integrates with your existing back-end systems such as risk engines to help obtain a 360-degree picture of all fraudulent activity and risks associated.
- ✓ **Cost Effective Deployment**
Aspect Verify is priced on a per transaction model, ensuring cost effective deployment.

Key Components

Delivered in the cloud, through a highly scalable software-as-a-service (SaaS) platform, there is no infrastructure for you to manage or software to install, and the second you need additional resources, Aspect is there for support. Aspect is responsible for the infrastructure, the security and the software updates, freeing up your IT department's time for more productive tasks. This is a crucial factor with businesses that want to maximise resources while reducing costs.

The Aspect Verify solution suite offers a range of supporting applications – all modular in design, allowing one or all to be used depending on your needs and the potential risks. These modules include:

Divert Detection

Aspect Verify® detects redirected calls and forwarded SMS messages. A real-time check is performed at the mobile and application network level. This is completely transparent to the consumer as it does not require an application to be installed on their mobile device. If fraudulent activity is detected, an automated communication is initiated to alert the customer.

SIM Swap Detection

Aspect Verify determines if the SIM card for a mobile phone number has changed recently – indicating fraudulent activity.

Aspect Verify Proximity

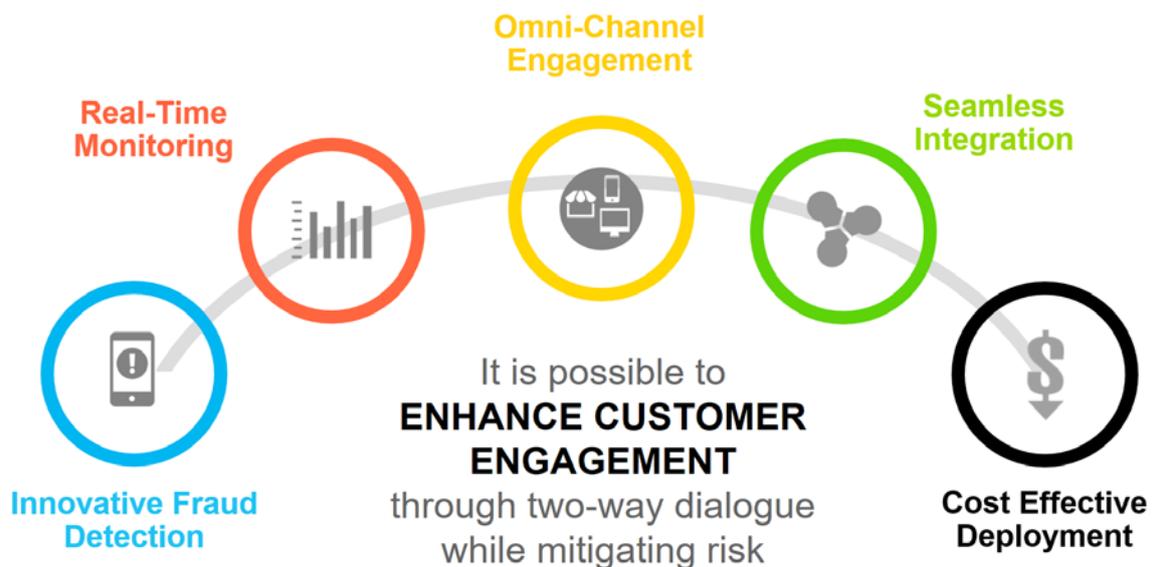
Aspect Verify identifies the location of a customer's device in relation to known the expected or a trusted location. For example, it compares the location of the mobile device to the location where the transaction is being initiated.

Fraud Indicator Profiling

Aspect Verify 18.1 provides a set of applications which give more detailed profiles of online transactions. This is based on empirical data obtained from millions of transactions and creates a more granular assessment when it comes to fraud monitoring and prevention. Fraud Indicator Profiling, in particular, reduces the number of transactions that are falsely flagged as risky (False Positives).

FIP Score

Aspect can analyse the detected Fraud Indicator Profiles (FIP) and calculate a FIP score which determines how risky a 'specific profile' appears to be from a quantitative perspective. This FIP score can then be provided along with the Fraud Indicator Profile for each real-time check and enables our customers to apply tailored customer journeys based on risk.



The Aspect Verify application is part of the Aspect Software Portfolio. Go to <https://www.aspect.com/uk/call-centre-solutions/call-centre/self-service> to learn more about our other proactive engagement solutions.

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About Aspect

Aspect is on a mission to simplify and improve customer engagement. Our enterprise software is used by millions of agents every year and supports billions of consumer interactions around the world. Our best-of-breed contact centre and workforce optimisation applications help companies keep agents engaged while providing exceptional customer service experiences. Our flexible, highly scalable solutions for self-service and live interaction management and workforce optimisation are available on-premises or in any hosted, private or public cloud environment. For more information, visit www.aspect.com/uk. Follow Aspect on Twitter at [@Aspect_Europe](https://twitter.com/Aspect_Europe). Read our blogs at <http://blogs.aspect.com/uk>.

