



Aspect Verify™

Reduce fraud while building trust with customers through frictionless transactions

Businesses face the challenge of maintaining consumer trust when sending sensitive information while providing the best, most convenient customer service experience possible. Aspect Verify addresses these concerns invisibly within a non-intrusive mature cloud infrastructure.

Aspect Verify helps businesses better understand customer behavior and ensures no sensitive communications, such as the delivery of one-time passcodes, have been compromised.

To date, Aspect Verify has protected over 150 million transactions and currently supports a transaction every second of every day. Some customers have reduced fraud exposure by \$13 million per annum and allowed them to repurpose 25 FTE through automation.

What is Aspect Verify?

Adopting a variety of metrics to understand compromise, there are three overriding areas:

- Know Your Customer (KYC)
- Behavioral Understanding
- Transactional Insight

Insight is generated from transactions, customer engagement and mobile network level data. The data is captured independently of applications and is thus less susceptible to compromise.

The flexibility inherent within Aspect Verify allows for easy integration with any risk engine. Additionally, the platform is designed to be easily deployed into any business infrastructure and process. Aspect Verify is channel agnostic, with a focus on the phone number in use and associated potential compromise.

Key Capabilities

SIM Swap Protection: It is relatively straight forward to obtain a duplicate SIM card through some element of social engineering. Once a fraudster has obtained a SIM card, they can activate within their own device and redirect an individual's mobile identity, putting sensitive one-time passwords and other information into the wrong hands.

Call Divert Detection: When delivering a phone call, it is imperative to ensure the call reaches the right number. Confirming that a call has not been redirected ensures the call has reached the right number. Detecting a diverted number enables additional checks to be made before releasing sensitive information.

Location: Aspect Verify utilizes a sophisticated mechanism for determining mobile location that does not rely on an installed app or even GPS enablement. The method ensures greater coverage by assessing the cell tower and the group to which an individual is connected.

2 Factor Authentication: Aspect is renowned for their customer engagement solutions, and extra care was taken so that Aspect Verify™ could be adopted alongside existing communications or with our best in class engagement platforms. This ensures any channel can be utilized, including Messenger, SMS, or voice.

New Data: Active engagement with mobile network operators globally, over several years, led to new capabilities and innovations. This enables Aspect Verify to provide additional insight, e.g. whether a number is associated to a pay-as-you-go arrangement (and could be a “burner” phone); or a comparison of name/address registered to the mobile contract (enabling frictionless on-boarding); and even whether a number has previously been associated with criminal activity.

**Aspect Verify is a secure gateway to your customer’s mobile identity.
It continues to evolve through connectivity and collaboration.**

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About Aspect

Aspect helps enterprises break down the walls between people, processes, systems and data sources, empowering organizations to unite around the customer journey. Our customer engagement center offers native [interaction management](#), [workforce optimization](#) and [self-service](#) capabilities that drive dynamic, conversational interactions and create a truly frictionless omni-channel customer experience. Leveraging all the benefits of the cloud and over 40 years of industry ingenuity, Aspect conveniently and easily connects questions to answers while helping enterprises keep service levels high and operational costs contained. For more information, visit www.aspect.com.

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