

# Reduce Your Deployment Time with Diagenix Gatekeeper Assist Components

Nuance Gatekeeper is an enterprise-grade software as a service (SaaS) platform that helps you secure customer transactions. It is a comprehensive, deterministic, state-of-the-art biometric solution for authentication and fraud prevention that works together seamlessly on a common platform to mitigate direct financial losses and increase customer satisfaction across channels.

Your use case will determine if writing custom code to Nuance Gatekeeper will be required.

[For Active Authentication configuration](#) in the IVR or digital channel these applications require API integration to communicate with Nuance Gatekeeper. For example, if you build a digital application for users to authenticate through mobile phones or an IVR application to authenticate via your self-service application.

[For Passive Authentication configuration](#), in general no additional code is needed for customer contact centers. Instead, Nuance provides connectors (such as CTI, Computer Telephony Interface) to communicate with Gatekeeper through the Nuance’s Media Manager. The result is end-to-end solutions without writing code.

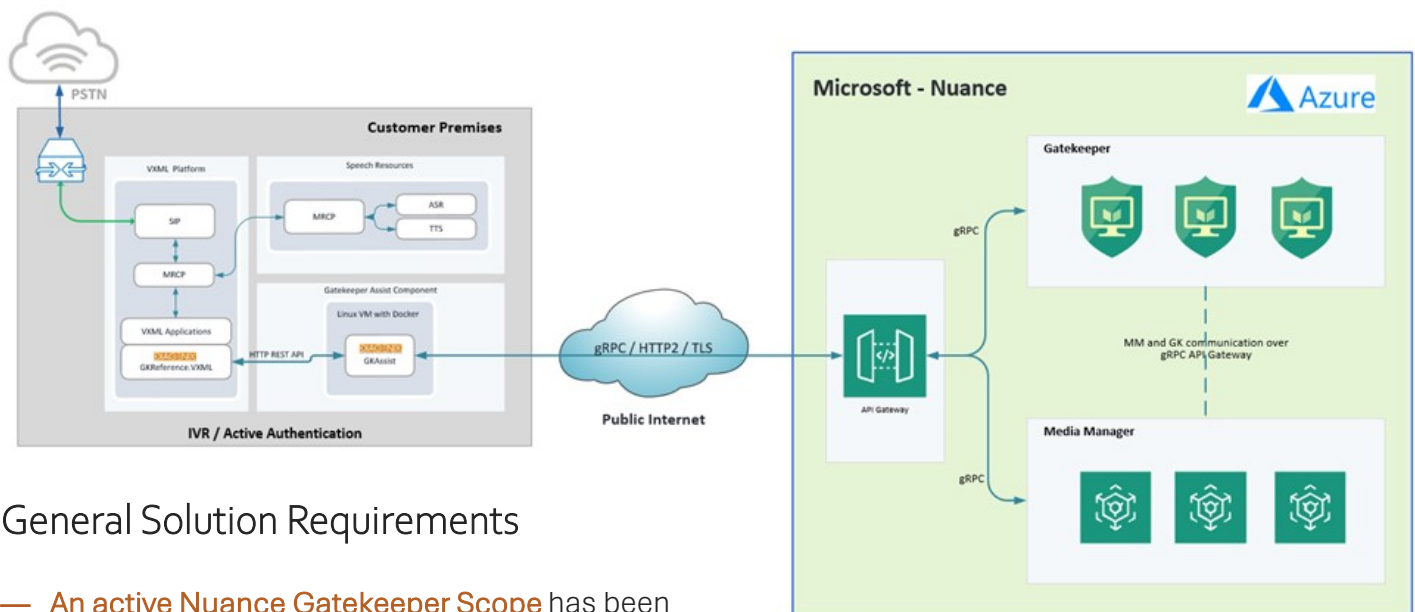
## How Diagenix GKAssist Can Help

Diagenix Gatekeeper Assist (GKAssist) is a core lightweight middleware container component that provides a subset of simplified HTTP REST API wrappers to the Nuance Gatekeeper GRPC API’s that significantly shortens the time to add Active Authentication into your contact center Solution. GKAssist can be installed on-prem or in your cloud infrastructure so that you maintain full control over the deployment and security of the container. GKAssist was specifically designed for IVR and Digital use cases and supports the following standard Gatekeeper operational functions:

- **Enrollment:** The application collects the caller’s voice and adds biometric samples to an enrollment collection within Gatekeeper assigned to unique PersonID also known as a Voiceprint. The application then instructs Gatekeeper to Train the biometric samples.
- **Verification:** Confirms the identity of someone by comparing the caller’s voice to a previously enrolled Voiceprint within Gatekeeper. The Gatekeeper Assist supports both: Text-independent verification uses conversational audio of the speaker’s voice regardless of the content spoken and Text-dependent verification uses a passphrase to identify the speaker. Typically, the passphrase is the same for all speakers (known as a common or shared passphrase).
- **Identification:** Discovers the identity of someone by comparing the caller’s voice to a group of Voiceprints within Gatekeeper.
- **Fraud Detection:** Detects a fraud attempt by comparing the caller’s voice to a watchlist of fraudster Voiceprints within Gatekeeper.

## Ready to Run Speech Application for Voice Biometrics

Diagenix Gatekeeper reference Application for VXML (GKReference.VXML) is the first of several fully functional reference implementation of a Conversational Speech Application that supports both Text-dependent and Text-Independent enrollment, verification and Identification to Nuance Gatekeeper via Diagenix GKAssist core component. The GKReference.VXML is a VXML v2.0 and 2.1 compliant voice application which can be used as a quick start reference application or pulled directly into your VXML voice project as is.



### General Solution Requirements

- **An active Nuance Gatekeeper Scope** has been provisioned by Nuance and properly licensed through Diagenix prior to the use of Diagenix GKAssist or GKReference.
- **Deployment of GKAssist core component** in your on-prem or cloud infrastructure.
- **Integration of Diagenix GKReference application** into your self-service application.

### More GKReference Applications are in the Works

Diagenix is also working on adding additional GKReference Application components for the following platforms in the coming months:

- **Twilio twiml**
- **Kore.ai XO**
- **Google DialogFlow**

### GKReference.VXML Includes

- **Call Flows:** Best practices call flow scripts for both Text-dependent and Text-Independent use cases.
- **Prompts:** A set of High-quality audio prompts for both call flow scripts
- **Source Code:** VXML v2.0 and 2.1 source code.

## About Active authentication in the IVR

Nuance's Gatekeeper Voice biometrics is used in a wide range of Interactive Voice Response (IVR) systems: from self-service banking where it secures multi-million dollar wire transfers, to self-service telecommunications where customers access account settings and information.

The most common application is to authenticate customers who dial into the IVR system. A typical active authentication flow is as follows:

1. The application asks customers to speak a common passphrase such as "At ABC, my voice is my password."
2. Once authenticated, customers can perform transactions or retrieve information on their accounts.
3. If customers transfer to an agent, they are already authenticated through voice biometrics and agents can serve them immediately with no additional interrogation.

Voice biometrics is superior to other authentication methods (such as PINs) from both security and convenience perspectives. (Many people select PINs that are easily compromised, and many people forget their PINs.). Advantages include:

- The return on investment is often tremendous.
- The customer experience improves significantly.
- Self-service rates increase while contact center costs decrease.
- Fraud losses decrease when fraudsters cannot compromise accounts.

To learn more about Nuance Gatekeeper and explore your own options visit the link below:



<https://diagenix.com/product-profile-solutions/#NuanceGate>

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### About Nuance Communications, Inc.

Nuance Enterprise is reinventing the relationship between enterprises and consumers through customer engagement solutions powered by artificial intelligence. We aim to be the market leading provider of intelligent self- and assisted-service solutions delivered to large enterprises around the world. These solutions are differentiated by speech, voice biometrics, virtual assistant, web chat and cognitive technologies; enabling cross-channel customer service for IVR, mobile and web, Inbound and Outbound; and magnified by the design and development skill of a global professional services team. We serve Fortune 2500 companies across the globe with a mix of direct and channel partner selling models.



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### About Diagenix Corporation

Diagenix offers leading-edge Conversational AI, speech, and security technologies from major corporations like Microsoft, Nuance, Google, and Amazon, with over 25 years of experience in delivering tailored speech applications, voice biometric security solutions, integration software, digital chatbots, telephony platforms along with our Packaged Applications. These solutions empower businesses of all sizes to provide 24/7 access to information across various communication channels.

Since 2001, Diagenix has been a trusted Nuance Alliance Partner and Master Distributor, with more than 300 successful Nuance deployments across the US, Canada, and Mexico.



For more information, visit  
[www.diagenix.com](http://www.diagenix.com) or call 1.866.425.6600