Nuance Enterprise Division
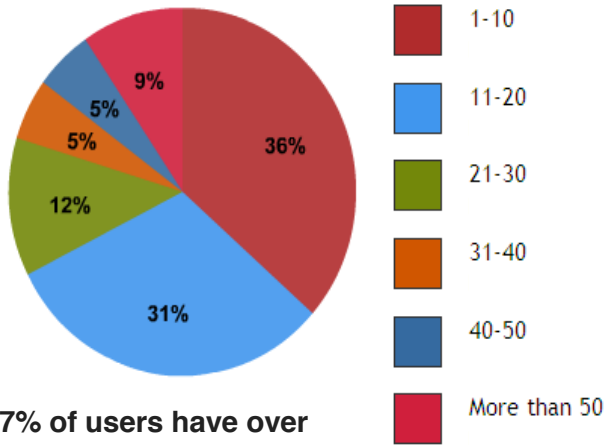## Voice Biometric Twitter Survey

November 2011

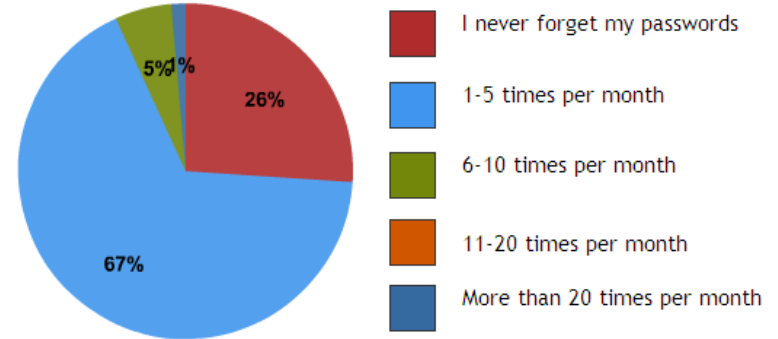# Voice Biometrics Twitter Survey

Key Findings – November 2011

- Users are at risk by using the same login credentials across multiple accounts
  - 80% of users have the same credentials across all of their accounts

- Users have a lot of login's and password's across their personal and professional accounts.
  - 67% of users have more than 11 usernames and passwords
  - With 9% of users having more than 50 usernames and passwords

- Users have to reset their login credentials between 1 and 5 times per month
  - 67% of users have to reset their login credentials an between 1-5 times per month – losing valuable time
  - Unlike passwords and other log-in information, people can't lose or forget their voice

- Voice biometrics is preferred by 77% of users if it is more secure than a typical login and password

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How many user names and passwords do you have for personal and work purposes?

Legend:
- 1-10
- 11-20
- 21-30
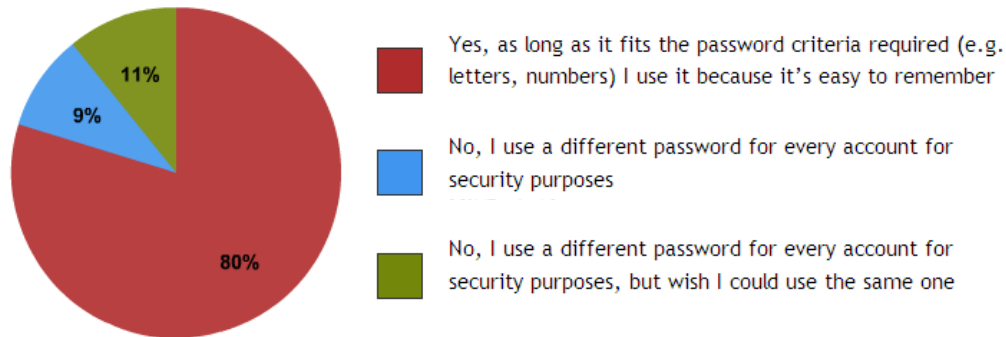- 31-40
- 40-50
- More than 50

67% of users have over 11 different Login/PW combinations

How often do you forget a password and have to reset it?

Legend:
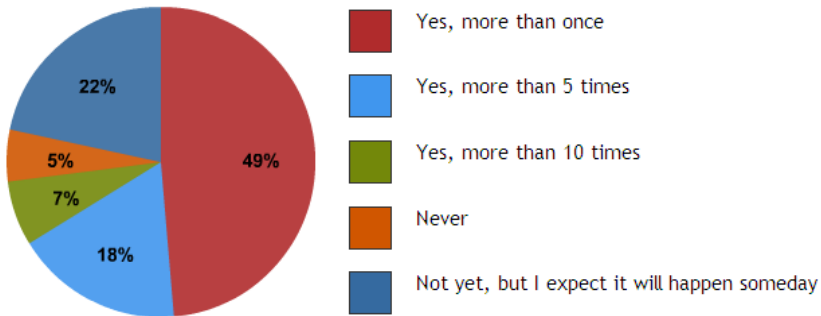- I never forget my passwords
- 1-5 times per month
- 6-10 times per month
- 11-20 times per month
- More than 20 times per month

67% of users forget there passwords up to 5 times a month
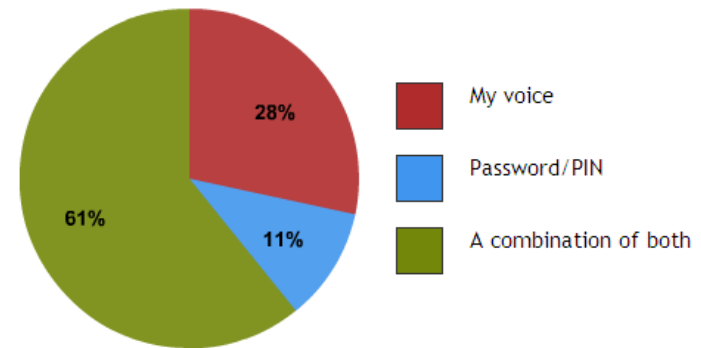
Do you reuse the same password for different accounts?

Legend:
- Yes, as long as it fits the password criteria required (e.g. letters, numbers) I use it because it's easy to remember
- No, I use a different password for every account for security purposes
- No, I use a different password for every account for security purposes, but wish I could use the same one

80% of users use the same password across all of their accounts

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Have you ever been unable to access important information when you're on your mobile because you couldn't remember your log-in information?
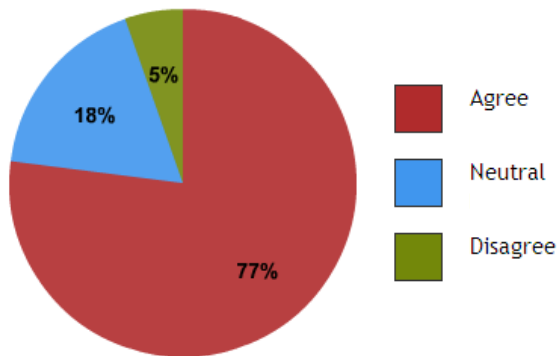

- Yes, more than once
- Yes, more than 5 times
- Yes, more than 10 times
- Never
- Not yet, but I expect it will happen someday

22%
5%
7%
18%
49%

61% of users would prefer to use a combination of voice and password/PIN

Which would you prefer to verify your identity?

- My voice
- Password/PIN
- A combination of both

28%
11%
61%

I'd feel comfortable using voice biometrics if it meant that it would provide tighter security?

- Agree
- Neutral
- Disagree

5%
18%
77%

An overwhelming 77% of users would prefer to use a voice biometrics if it provided tighter security

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