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Enterprise Readiness Series:
The Case for Passive, Voice-Based Authentication

Today's customer authentication methods are from another age. Opus Research interviewed security and customer care professionals in Global 100 companies to learn about their perception and attitudes toward passive authentication of customers using voice. Respondents provided insights into the value of multi-factor authentication and provided "key success factors" for implementing strong, context-aware authentication without burdening customers with passwords or answers to challenge questions.

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Courtesy of:

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Table of Contents

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