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Using Voice Biometrics for Strong Authentication and Risk Reduction





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This era of self-service, cloud computing and Bring-Your-Own-Device (BYOD) has significantly accelerated the occurrence of fraudulent access, data breaches and identity theft. Hackers and fraudsters have more avenues of ingress to steal credentials and have their way with enterprise networks and data. Voice and multi-factor authentication offer an effective alternative to the prevailing, often ineffective methods and practices.



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About Opus Research

Opus Research is a research-based advisory firm providing critical insight and analysis of enterprise implementations of software and services that support multimodal customer care and employee mobility strategies. Opus Research calls this market “Conversational Commerce” with tailored coverage and sector analysis that includes: Self-Service & Assisted Self-Service, Voice & Call Processing, Web Services, Personal Virtual Assistance, Mobile Search and Commerce and Voice Biometrics.

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