



Continuous Agent & Employee Authentication

Biometric authentication of your agents and employees protects company and customer data by ensuring only your employees are in front of company screens.

Be Sure You Know Who is Sitting In Front Of Your Screens

Sending agents to work from home and utilizing outsourced agents creates a lot of challenges. How do you make sure only the right agent is accessing their screen? How do you keep other people from sneaking a peek?

Journey's Agent and Employee Continuous Authentication answers all these questions



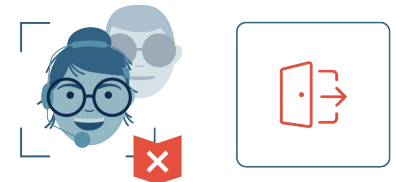
Log-in and Continuously Authenticate Agents for Better Security



Agents leverage cameras to verify their identity against a photo ID, and perform a facial scan to create a template for future authentication



Then, throughout the day using the webcam on the agent's computer, you can periodically, biometrically check to make sure they're the only ones at their screen.



If the match fails, or if a 2nd face is detected, you can automatically log the agent out or respond as needed.

Watch a 1-minute demo at <https://journey.ai/video-library/>

Why Journey

- Verify user's identity in less than 1 minute, using multiple sources of identity if needed
- Flexible dashboards provide supervisors with summary information of agent authentication success rates
- Biometrics eliminate the need for passwords and account recovery, making agents' lives easier and saving \$~70 per password reset
- Improve supervisor visibility over their teams working remotely
- Similar capabilities are available for customer identity verification, customer authentication on calls and digital engagements, and secure interactions that reduce sensitive information on an agent's screen

Contact Us Today to Learn More

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