



# Passwordless Agent Authentication

Replace passwords with biometrics to eliminate password resets while improving security and agent experience.

## Simple Transition to Passwordless Authentication

Journey's patented Zero Knowledge Identity Network® makes it easy to add facial authentication to log agents into your business's existing SSO solution. A one-time biometric enrollment starts with a corporate email to your employees to register their facial biometric. Everyday facial biometric authentication is supported through the agent desktop camera or by scanning a QR Code using their mobile device.



## Journey's Trusted Identity Platform and Zero Knowledge Network Simplifies Passwordless Authentication



Agents can leverage their computer's webcam, or built-in biometric sensors on their phones, to instantly authenticate their identity greatly improving the employee experience

Journey's ultra-secure Zero Knowledge Network connects to any SSO solution via SAML/OAuth, providing biometric authentication for in-office and remote employees

Journey's Passwordless Authentication solution is integrated into all major contact center agent desktops providing both desktop login and continuous authentication through the work day

[Click for 90 Second Overview Video](#)

## Why Journey

- Eliminate password reset calls to the IT Help Desk, saving \$70 per Help Desk Call (Forrester Report)
- Increase agent productivity adding 11 hours/year/agent by eliminating password resets (Forrester)
- Improve the employee experience, replacing long password strings and resets, with facial biometric
- Stops credential sharing and eliminates the credential stuffing and keylogging security attacks
- Journey's passwordless solution includes identity proofing, transaction signing, and federated SSO
- Account recovery is a simple matter of re-enrollment using the identity proofing process
- Journey's Trusted Identity Platform and Zero Knowledge Network fully embraces the emerging security paradigm where "Identity is the New Perimeter"



**Contact Us Today to Learn More**

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