# Journey
The Trusted Identity Platform

# Verified Identity for Contact Centers

The only network-based solution for eradicating fraud that provides a fast, elegant, award-winning customer experience.

## Trusted Identity Platform for Contact Centers

Journey has developed the world's first identity network and platform to enable composable, frictionless, and highly secure identity experiences in the contact center. At least 90% of callers into the contact center can now use the powerful sensors to bring digital identity functions like biometrics, device data, location, history and more into the voice channel.

Journey has pre-integrated best-in-class identity capabilities, enabling businesses to request, encrypt, and tokenize any identity proof, authentication, payment, document, biometric, and more to utterly change how customers and employees prove their identity for secure, fast, elegant and privacy-preserving interactions.

BEST OF
enterprise
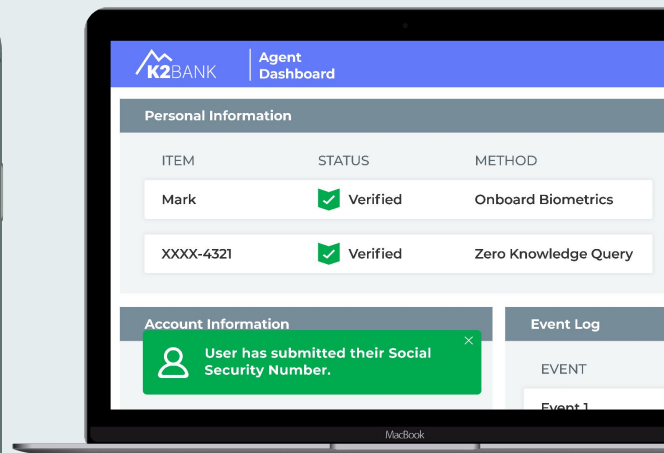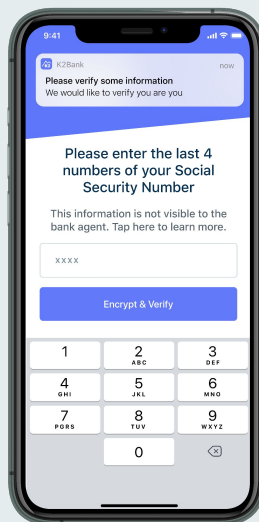CONNECT

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BEST INNOVATION IN CX
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## Frictionless customer experience and ground-breaking encryption preserve privacy and repel fraudsters

The customer enters sensitive information on their mobile, which is individually encrypted and verified by any source you trust. The result, but NOT the data, is sent to your agent, changing the game for remote agents, compliance and overall security.



Your agent is notified that the information is verified, but never has visibility of the data itself. This is Journey's Zero Knowledge® security model in action.



## The Secure, Elegant, and Privacy-Preserving Promise of the Zero Knowledge Network®

Journey's patent-pending security model individually encrypts sensitive info, verifies it using your back-office data or additional identity services, and sends only the certificate to the agent. This approach solves for security, privacy, compliance and customer experience at the same time, with a single, flexible solution.

## Contact Center Solutions from Journey

• Inbound authentication in 1-2 seconds
• Outbound connect rates up to 10x higher
• Onboarding with document signing in a single call
• Meets or exceeds all privacy, banking, payment and security regulations (HIPAA, GDPR, CCPA, PCI, BSA, KYC, and PCI)
• Secure identity in Chat or Chatbot sessions
• Mobile app or browser-based solutions
• Secure work from home agents
• Verified identity travels with customer across transfers

Showing beats telling. For a demo, visit:
https://journeyid.com/video-library/

## Common Use Cases



| Onboarding and ID Verification | Inbound Authentication | Biometric Agent Login | Outbound Campaigns | Voice or Digital Payments | Document Handling | eSignatures |