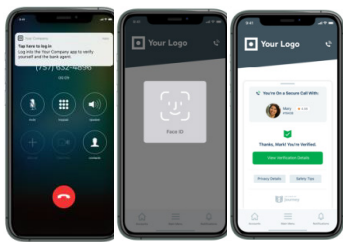# Introducing Journey's Verified Customer Identity

New Era presents Journey's Verified Customer Identity. This solution takes an entirely new approach to verify identity across the customer lifecycle that is faster, more secure, and 100% compliant with security and privacy regulations. This solution instantly authenticates customer identity when connecting to the contact center, providing a secure, private, and personalized experience, with 99.9999% veracity.
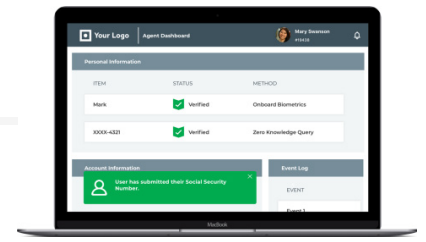
**Protect your Customers and Contact Center with Journey's Trusted Identity Platform**



Customers leverage built-in biometric sensors to instantly authenticate their identity when connecting to the contact center

Journey orchestrates the process with all data individually encrypted and routed via our ultra-secure Zero Knowledge Network

The agent is automatically connected to a verified customer able to securely share sensitive data that is validated, but not exposed to the agent

## Journey Benefits

- Verify customer identity in near real-time, saving $1.00 or more per call and $400+ per agent/month

- Reduce identity-based fraud to near zero with authentication accuracy up to 1:Billion

- Eliminate frustrating knowledge-based security questions that are easily compromised

- Future proof against security and privacy regulations like PCI DSS, GDPR, CCPA, and more

- Leverage advanced services like new-customer digital onboarding, secure payment processing, document signing, and more

### Contact Us Today to Learn More.

For more information on available options, please email us at journeyai@neweratech.com.

Experience Journey in action at journey.ai/video-library/.