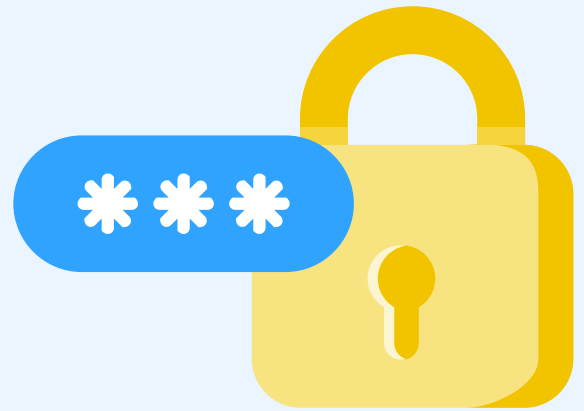


iceVerify

Enhance security with a multi-factor authentication solution.



What is iceVerify?

iceVerify is a powerful multi-factor authentication (MFA) solution designed to strengthen security in contact centers. It enables businesses to authenticate users quickly and efficiently during interactions by sending a one-time code via email or SMS. This ensures that customer information is protected while minimizing friction in the verification process.

Benefits of iceVerify



Enhanced Security

Reduce fraud and unauthorized access by implementing multi-factor authentication. By adding an extra layer of security beyond traditional passwords or knowledge-based authentication, iceVerify prevents fraud and unauthorized access, protecting businesses from security breaches and ensuring only verified users complete transactions.



Seamless User Experience

Offer a quick and easy verification process that minimizes delays and customer frustration. iceVerify streamlines authentication with minimal customer effort, reducing the need for lengthy security questions and improving the overall service experience.



Flexible Integration

iceVerify integrates with existing CRM systems to enhance security protocols. Whether integrated with a CRM platform or used as a standalone verification tool, iceVerify adapts to different business needs without disrupting operations.



Improved Compliance

iceVerify helps businesses meet industry regulations and security standards such as GDPR, HIPAA, and PIPEDA for identity verification. It supports organizations in regulated industries, such as finance and healthcare, by providing secure authentication methods that align with compliance requirements.



Scalability

iceVerify is adaptable for businesses of all sizes, from startups to large enterprises. iceVerify can support growing security needs as businesses expand, providing a scalable authentication solution that adapts to increasing security demands.



How it Works

When handling sensitive topics that require extra security, agents can use iceVerify to quickly and securely verify the caller's identity. Customers can use iceVerify with or without a CRM integration.

CRM INTEGRATION

iceVerify integrates with your existing CRM system to retrieve the customer's phone number and/or email address.

NO CRM INTEGRATION

If you don't have a CRM integration, you can still use iceVerify to confirm the caller's phone number or email address.

01 Initiate Verification

To verify a caller, the agent proceeds to the iceVerify tab in iceManager.

CRM INTEGRATION

If the caller's information matches a record in the organization's CRM during the workflow, their phone number(s) and/or email address(es) will be automatically pre-populated in iceVerify. If no match is found—such as when the caller is using a different number or when multiple records are returned—the agent can manually search the CRM using the phone number or email address provided by the caller.

NO CRM INTEGRATION

The agent can ask the caller for their phone number or email address, whichever one they wish to verify, and input it into iceVerify.

02 Send Authentication Code

Once the phone number or email that the agent wants to verify is populated, the agent clicks "Verify".

A unique authentication code is sent to the customer's phone number or email. This ensures that only the legitimate account owner can proceed with the interaction.

03 Validation

When the caller receives the unique verification code, they tell the agent, and the agent enters it into iceVerify.

If the code is correct, the agent will receive a verification successful notice, ensuring that the customer is who they say they are.

The screenshot displays the iceVerify interface. At the top, there are input fields for 'Email' (containing 'ccarvalho@computer-talk.com') and 'Phone Number' (containing '647-100-9898'). Below these is a 'Verification Code' field with the value '942910'. A green 'VERIFY' button and a grey 'CLEAR' button are positioned below the code field. A green checkmark and the text 'Verification successful.' are visible. A yellow arrow points from the 'Verification Code' field to the 'Verification Status' section below. The 'Verification Status' section shows 'Not Verified' and two buttons: 'EMAIL VERIFICATION CODE' and 'SMS VERIFICATION CODE'. Below this is another 'Verification Code' field with the placeholder 'Enter Verification Code' and 'VERIFY' and 'CLEAR' buttons.

Use Cases



Financial Services & Banking

Secure customer transactions and account access with verified identity authentication.



Healthcare

Ensure HIPAA-compliant identity verification for sensitive patient information.



Retail & E-Commerce

Authenticate users before processing orders or sensitive account changes.



Government & Public Services

Verify citizen identity before processing sensitive government requests like tax filings, benefit claims or voting to prevent fraud and ensure accuracy.



Telecommunications & Utilities

Authenticate customers before allowing account modifications or service changes.



And Others

Add more. iceVerify can be used in any industry to validate your callers

REQUEST A DEMO

 computer-talk.com/request-demo

About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.



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