



# Hitachi Solutions Identity Verification

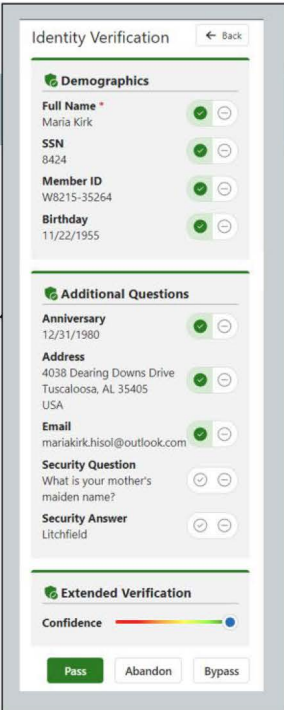
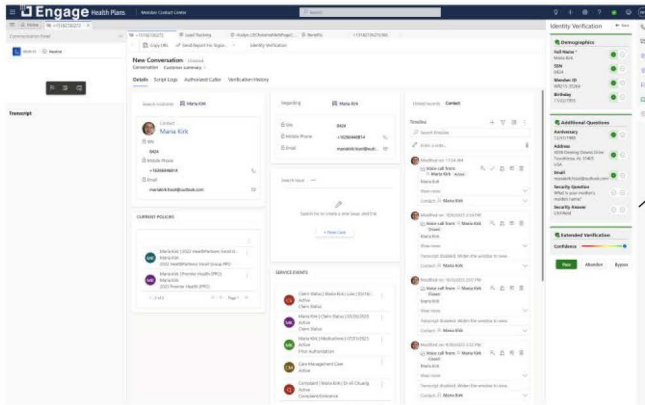
Hitachi Solutions Identity Verification makes it quick and easy for call center reps to verify customers, improve service, and save your organization money.

Identity Verification puts call reps on a clear path, giving them the required questions and steps to ensure your calls are secure, private, and cost-effective.

We don't need to tell you the importance of securing private information. But we can't tell you enough the value of having the right tool to secure that precious information.

- **Identity Verification** within a year will save you the cost of a call rep's salary.
- **Fraud costs:** According to a study by The Nilson Report, global card fraud losses reached \$28.65 billion in 2019. Implementing robust caller identity verification can help call centers minimize these losses.
- **Call center costs:** CX Today reports that the average cost per call in the United States is upwards of \$5.60. Efficient caller identity verification can reduce call durations and minimize costs.
- **Identity theft:** Javelin Strategy & Research reports that identity fraud losses reached \$56 billion in 2020. Call centers can reduce their risk by using effective caller identity verification methods.

## ★ Identity Verification





## Why You Need Identity Verification

- **Securing sensitive data:** costly fraud and disclosures demand robust privacy measures
- **Optimizing call center KPIs with consistent processes:** First Call Resolution, Average Handle Time, Quality Assurance
- **Effective compliance & training:** minimize coaching expenses and improve consistency
- **Efficient caller experience:** reduce agent swivel chair and enable stronger caller relationships



## Get Even More Value From Your Engage Subscription

Identity Verification works seamlessly with Hitachi Solutions Engage solutions for Dynamics 365. It is highly configurable to your needs and ready to launch directly from contact records or during phone call activities with no need for major investments.

### Customizable Verification to Suit Your Needs:

We can tailor the app to match your organization's specific verification procedures and requirements, and the app can also be adjusted by the customer when needed without the need for a developer.

### Improved Call Center KPIs:

Reducing verification time fosters better customer service, which leads to improved first call resolution, average handle time, and quality assurance scores.

### Robust Audit History:

Identity Verification automatically generates audit records for each verification event, ensuring compliance and easy reporting.



## Secure Service without Compromising Speed & Efficiency

- **Integrated streamlined process:** Enhance efficiency with built in verification procedures
- **Customizable questions & answers:** Tailor verification to meet specific requirements
- **Configurable business rules:** Adapt app functionality to align with organizational policies
- **Intuitive interface:** Easily capture right or wrong answers for a seamless experience
- **Multiple caller personas:** Support various caller types with tailored verification
- **Audit-ready verification record:** Ensures compliance and simplify reporting

Get more from Dynamics 365 with Hitachi Solutions add-on solutions. We've leveraged our decades of industry experience and technology expertise to deliver solutions that extend the value of your business applications.

[Contact Hitachi Solutions](#) to learn more about Identity Verification.

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