

Deutsche Telekom Selects Nuance Biometrics to Ease Authentication and Halt Fraud

In a first for Germany, subscribers get easy, seamless and secure access to customer service using only their voice

BURLINGTON, Mass. and BERLIN, Germany – September 4, 2018 – [Nuance Communications, Inc.](#) (NASDAQ: NUAN) today announced that Deutsche Telekom has deployed Nuance’s voice biometrics solution to offer subscribers easy and secure authentication when calling the customer service hotline. Deutsche Telekom is the first company in Germany to leverage voice biometrics for a more seamless and secure path to customer service and support.

Deutsche Telekom has integrated Nuance’s voice biometrics with its existing customer service hotline, already powered by Nuance conversational AI-based technology, to allow customers to speak their requests naturally instead of navigating a complex phone menu. With the addition of voice biometrics, customers at Deutsche Telekom can now use the sound of their voice to confirm their identity when calling for service. Instead of entering cumbersome information such as account numbers, enrolled subscribers simply say the passphrase “Bei der Telekom ist meine Stimme mein Passwort” which is matched to their unique voiceprint, akin to a fingerprint, to gain account access.

Nuance’s voice biometrics technology is currently improving overall customer experience and satisfaction on the phone channel for Deutsche Telekom, as well as reducing call handling time. In the future, the same technology can enable streamlined authentication for other channels including mobile apps and the web.

“We’re proud to be leading the way as the first German telecommunications provider to deploy voice biometrics on our service hotlines and making this advanced technology available to our customers. We can identify our customers quite simply and quickly by the sound of their voices and there will be no more time wasted searching for contract numbers. The procedure is one of the most secure available,” says Ferri Abolhassan, Managing Director Service at Telekom Deutschland GmbH.

“It is no secret that consumers today have higher expectations and demands for the type of service they receive from the companies they do business with,” said Robert Weideman, executive vice president and general manager, Enterprise Division, Nuance. “Our conversational AI solutions enable Deutsche Telekom to power more natural customer service conversations and deliver individuals the help they need quickly and securely.”

Deutsche Telekom joins the growing list of leading businesses and the first in Germany that have successfully implemented Nuance biometrics around the globe. These organizations represent diverse industries and have witnessed rapid, widespread customer adoption of the technology. The Australian Taxation Office, ICICI Bank, Royal Bank of Canada, Santander, TalkTalk, and Vodafone Turkey are among the many organizations that have each enrolled more than 1 million voiceprints after implementation. Nuance’s voice biometrics offering is part of [Nuance’s Security Suite](#) that supports companies to easily authenticate customers and prevent fraudsters from illegal access.

About Nuance Communications, Inc.

Nuance Communications (NASDAQ: NUAN) is the pioneer and leader in conversational AI innovations that bring intelligence to everyday work and life. The company delivers solutions that can understand, analyze and respond to human language to increase productivity and amplify human intelligence. With decades of domain

and artificial intelligence expertise, Nuance works with thousands of organizations – in global industries that include healthcare, telecommunications, automotive, financial services, and retail – to create stronger relationships and better experiences for their customers and workforce. For more information, please visit www.nuance.com.

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