aurigin.ai

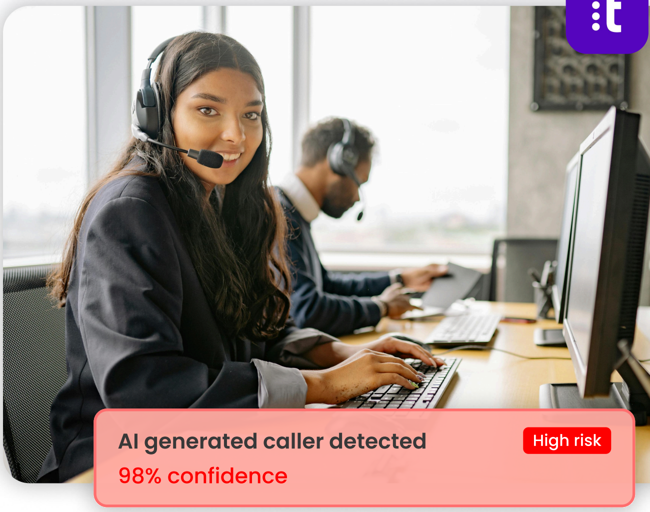
Contact Center Security

Enhancing voice authentication and preventing robocall with deepfake detection

salesforce NiCE Five9 GENESYS RingCentral

Understanding the threat

AI-generated voice clones are used to **impersonate customers in support calls**, tricking agents into **granting account access, password resets, or approving fraudulent transactions.** Exploiting the **weaknesses of voice biometrics and traditional authentication**, fraudsters turn every support line into a breach point.



AI generated caller detected High risk

98% confidence

> *In November 2024 a BBC reporter used an AI-cloned version of her voice to bypass Santander's and Halifax's "Voice ID" checks and access account information during phone banking.*
>
> *Source: BBC News*

Key challenges

- → Voice biometric systems **no longer reliably distinguish real customers from AI-cloned voices**
- → Agents are under pressure to **reduce call time and improve efficiency** making them more vulnerable to social-engineering attacks
- → **Strict compliance standards** demand stronger, **auditable identity verification**

19%	**reduction in handle time with instant verification**
$25 billion	**in annual losses to voice-based fraud**
25%	**of frauds in banks is from contact centers**

Sources: Call Center Helper Survey, Alloy, True caller

Solution

Aurigin.ai makes **voice authentication reliable again**, **spotting deepfakes in real time** and verifying genuine customers **without disrupting the call experience or extending handle time.**

- → **Instant detection:** Identifies AI-generated voices in real-time
- → **Seamless Integration:** Embeds into Genesys, NICE CXone, and other call-center platforms
- → **Continuous protection:** Monitors, alerts, and logs incidents for compliance and audit readiness
- → **Flexible deployment:** API, desktop app, or on-premise for full data control and privacy

98% accuracy | **40+ languages** | **<50ms latency**

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