

# Authentication that begins the moment a call connects

Most authentication solutions wait for a voice. Pindrop Phoneprinting® technology doesn't have to. It analyses device and non-speaker audio signals in the first 10 seconds of a call to help identify risk early, even in silence.



Every 46 seconds a fraud attack occurs in contact centers<sup>1</sup>

## Efficiency meets fraud defense



Helps **reduce fraud exposure**



**Speeds up service** for trusted callers



Authenticates **without needing voice**



## How trust is verified in the first 10 seconds

1 Passive device profiling begins **immediately**



1,300+ non-speaker audio signals analyzed (e.g., packet loss, jitter, codec behavior)

2 Generates **unique** Phoneprint® for the device



Detects anonymizers, VoIP manipulation, and risky call patterns

3 Caller is given a score **before** voice or keypad input



Helps determine the right path for the call: Escalate to an agent or pass to self-service



### High Risk

Gives agents early warning of fraud risk so they can take the right precautions



### Low Risk

Reduces agent workload and average handle time by routing trusted callers to low-friction paths



Outdated authentication slows down real customers and misses early fraud signals.

[DOWNLOAD THE GUIDE TO FASTER, SMARTER CALL VERIFICATION](#)

<sup>1</sup>Pindrop, 2025 Voice Intelligence + Security Report