

SafeChat™

Frictionless Biometric Authentication for Chatbots and Virtual Assistants

SafeChat provides continuous, multi-modal biometric authentication for chatbots, virtual assistants and messaging apps. SafeChat enables secure access to personal information and transactions right within digital customer service and support channels. The result is speed, convenience and an overall improved customer experience.

5 layers of continuous biometric authentication. Zero user effort.

SafeChat is a first-of-its-kind solution for securing chatbots, virtual assistants, and messaging apps. Safechat makes authentication frictionless. Enrolled users interact naturally with your digital channels and are continuously authenticated using all available biometrics – voice, face and behavioral biometrics, and voice and facial liveness detection. No passwords or PINs required!

 Text Independent Voice Recognition

 Facial Recognition

 Biometric Authentication using Keystroke Dynamics

 Voice Liveness for Anti-Spoofing

 Facial Liveness for Anti-Spoofing

SafeChat Benefits

Improves the customer experience with authentication that is fast and virtually effortless

Significantly safer than passwords, knowledge-based authentication and two-step authentication that relies on SMS or email

Layers multiple advanced biometrics for improved accuracy

Continuously verifies identity – not just at initial login

Prevents spoofing attacks and account takeovers

Enables omni-channel authentication across customer service and support channels with no re-enrollment

Supports dynamic thresholding and step-up authentication for higher-risk transactions

With SafeChat, chatbots and virtual assistants live up to the promise of becoming a valued extension of your team – offloading common tasks with service that is secure, personalized and efficient.

SafeChat is device independent and supports cross-channel enrollment so you can develop once and deploy anywhere. The easy to integrate SDK works with ID R&D's chatbot partners, third party chatbots or your own solution.

How it Works

01

Customers are asked if they'd like to opt-in to use biometrics – no more passwords!



02

Customers go through a quick enrollment process to create biometric prints that are encrypted and stored on your premises, in your cloud or on their device.

This process can be passive, meaning templates can be created based on a user's normal interaction with your application.



03

Next time the customer uses the app, they simply speak or type a question: "What's my checking account balance?"



04

In near real-time SafeChat uses all available biometrics to verify that the user is a real person (not a recording, video, etc.) and that they are the authorized account holder. This all happens transparently in the background and takes just seconds.



About Us

ID R&D is on a mission to replace frustrating login and identify verification practices with a frictionless user experience that is significantly more secure. Founded in 2016, ID R&D is growing rapidly with offices in New York, NY and Santa Clara, CA. Our team comprises voice and biometric industry veterans and experts with PhDs in speech, image processing and AI.



Are you ready to learn more? Let's talk! Visit www.idrnd.ai for more information, demos or to contact us.