

BLOG

The 1 2 3 of Journey Remote Agent Authentication

Effortless remote agent biometric verification and administrator monitoring meets the new world of work from home.

1. Call Center Security in an Insecure Environment

Remote is the virtual equivalent of a supervisor walking the floor. Ensure sensitive customer information is only accessed by the right person.

2. High Veracity Authentication

Based on something you are, not something you know. 1/1,000,000 FAR.

3. Continuous Authentication

Remote by Journey enables a call center to continuously ensure that the correct person is sitting in front of their computer doing their work.

Drives Better Security

Biometric authentication of your remote agents and employees eliminates passwords and drives better security.

1. Biometrics eliminate the need for passwords and account recovery.
2. When an agent is added to Remote, their first step is to perform a 3d face scan on their phone.
3. Using their mobile device enables us to create a high quality 3d baseline to use against future authentications.

How do you keep other people from sneaking a peek?

Remote by Journey detects and enables you to respond to each of these scenarios.

1. A second person is in front of the computer, potentially reading PII.
2. An agent who has been working out of Dallas all of a sudden shows up in Boston.
3. Someone is performing agent tasks, but we can't confirm it's the agent.