

SELF-SERVICE & CONVERSATIONAL IVA



IVA / CONVERSATIONAL PHONE SYSTEM AUTHENTICATION

Authenticate callers inside your IVA or voicebot with IllumaSHIELD™—so self-service stays secure and more calls are contained before reaching a live agent.

WHY THIS MATTERS FOR CONTAINMENT AND SECURITY

When callers use self-service menus or voicebots, traditional checks (PINs, OTPs, questions) add friction. IllumaSHIELD™ passive voice authentication verifies the caller during natural dialogue with the IVA, enabling secure actions without extra steps. Containment rises, handoffs are cleaner, and fraud has fewer openings.

WHAT THIS SOLVES

- **Secure self-service:** Confirms identity in real time as the caller speaks to the IVA/voicebot.
- **Higher containment:** Confidently allow balance inquiries, transfers, card controls, and other tasks without agent involvement.
- **Enable high risk transactions:** Allow account changes, wire transfers, and other high risk transactions in the IVA.
- **Better call experience:** No PINs, no one-time codes, no quiz-style questions.
- **Fraud prevention:** Stops all fraud attacks spanning traditional social engineering, stolen Q&A, family fraud, and advanced AI tools like deepfakes.

SEAMLESS AGENT TRANSFER FROM IVA

When escalation is needed, the verified identity travels with the call. Calls transferred to live representatives come through pre-authenticated, eliminating the need for additional security checks and maximizing operating efficiency.



SHORTER CALLS • BETTER SECURITY • EASIER BANKING

APPLICATION



BANKING & CREDIT UNIONS:

Balances, recent transactions, card controls, travel notices, payments



LENDERS & FINTECH:

Loan status, payment changes, payoff quotes



INSURANCE:

Claim status, premium payments, policy details



MEMBERSHIP & UTILITIES:

Account updates, payments, usage/history



HELPDESK:

Password resets

OUTCOMES YOU CAN EXPECT

- More IVA containment without sacrificing security
- Shorter handle times (pre-authenticated calls delivered to live agents)
- Higher caller satisfaction through fewer hurdles
- Lower fraud exposure during both self-service and live-agent phases

ABOUT ILLUMA

Illuma, based 100% in the US, is the leader in voice authentication and fraud prevention. Its flagship solution, IllumaSHIELD™, uses AI-driven voice biometrics to provide secure, seamless authentication—reducing fraud and boosting authentication efficiency. It has been featured at top FinTech events and has earned industry recognition, including back-to-back 'Best of Show' awards at Finovate.



SEE ILLUMASHIELD™ IN ACTION! BOOK A DEMO TODAY AT [ILLUMA.CX](https://illumacx.com)