

Category	Subcategory	Topic	Duration	Direction	Verify	Verify Explanation	NameValid	DOBAddressValid	NumValid	PasswordValid
Digital Banking and Technical Support	Password and Account Security Management	account security and access	7.29	Inbound	Pass	The customer successfully provided all required information for identity verification.	Yes	Yes	Yes	Yes
Everyday Banking and Savings	Transactional Services (Deposits, Transfers)	payment option	2.48	Inbound	Pass	The customer provided all required information: a membership number, full name, date of birth, and verbal password.	Yes	Yes	Yes	Yes
Loans and Mortgages	Loan Modifications and Restructuring	account management and restructuring	7.53	Inbound	Review	The customer provided their membership number, name, and address, but did not provide a verbal password.	Yes	Yes	Yes	No



# PRIVACY RISK CUSTOMIZED IDENTITY VERIFICATION (IDV) SOLUTIONS

At CXEX, we specialize in delivering tailored Identity Verification (IDV) solutions to manage Privacy Risk through post-call transcript analysis. Recognizing that each client has unique business rules, we offer customized IDV processes that ensure compliance, accuracy, and enhanced customer experience. Our solutions are adaptable to a range of industries, with each solution designed to meet specific client requirements for both inbound and outbound calls.

## Key Features

- **Post-Call Transcript Analysis:** Our IDV solutions analyze post-call transcripts, extracting key data to verify customer identities and ensure adherence to client-specific business rules.
- **Adherence to Business Rules:** We recognize that each client has varying requirements for IDV. Our system is built to follow detailed business rules, ensuring each call is checked for compliance with your standards.
- **Comprehensive Reporting:** Our platform provides detailed reports on the accuracy of IDV checks and adherence to business rules, allowing you to track compliance and identify areas for improvement.

## Why Choose Us?

- **Tailored to Your Needs:** Our IDV solutions are highly customizable, ensuring they align with your business's specific requirements.
- **Business Rule Flexibility:** Whether you need strict compliance checks or more lenient verification processes, our solution adapts to your business rules.
- **Proven Success:** Our experience with complex clients, such as banking and insurance institutions, ensures that we can handle even the most sophisticated IDV challenges.

## Complex Client Implementations

- **Banking Client:** One of our most complex implementations, where we managed intricate business rules related to digital banking, security protocols, and fraud prevention. We carefully reviewed call transcripts for specific IDV requirements, ensuring that all customer interactions, whether inbound or outbound, met the client's strict standards for compliance and service quality.
- **Other Vertical Applications:** From financial services, automotive, Collections to healthcare, our flexible platform adapts to various industries and business models. We handle everything from simple verification tasks to highly complex IDV rules in niche sectors.

## Next Steps

Reach out to us to discuss your IDV needs, and we'll provide a solution that fits your exact specifications—whether it's for ensuring strict adherence to business rules or streamlining your IDV process.

