HYPR

Strengthening IVR (Interactive Voice Response) Authentication With HYPR Identity Assurance Platform

The strongest end-to-end identity security, combining modern passwordless authentication with adaptive risk mitigation and automated identity verification.

IVR Authentication Weaknesses

Interactive Voice Response (IVR) systems are integral to many organizations, but their authentication processes are often vulnerable to security weaknesses. Traditional methods like knowledge-based authentication (KBA) and legacy MFA are susceptible to social engineering and other attacks.

HYPR's Identity Assurance Platform offers a robust solution to these challenges by implementing advanced authentication methods, including the highly secure "Tap To Log In" feature leveraging the FIDO UAF protocol.

Push Notifications: Enhanced Security With HYPR

Push notifications are a common method for out-of-band (OOB) authentication. However, while push notifications significantly reduce the risk of credential theft and social engineering attacks, most push-based authentication methods are still susceptible to push bombing attacks, where users might mistakenly approve fraudulent requests.

HYPR's push notification authentication offers enhanced security by requiring users to confirm their identity through a secure notification sent to their mobile device. HYPR can further strengthen this method with number matching. This involves requiring the end user to type an additional code sent to the mobile device back into the IVR system.
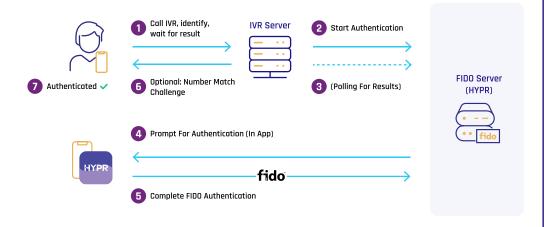
Tap To Log In: The Pinnacle of Secure IVR Authentication

For scenarios where the UI is limited, such as in telephone IVR systems, HYPR's "Tap To Log In" provides a superior alternative. This method offers the best security by requiring users to open the HYPR authenticator app before receiving and approving the secure authentication notification.

With "Tap To Log In," , HYPR can layer on an additional number matching step to make this method the most secure approach possible for your IVR systems.

Key Benefits of HYPR's IVR Authentication Solutions

- Prevent ATO with strong, intuitive authentication that is end-to-end FIDO certified

- Stop identity fraud and social engineering with integrated, automated, and comprehensive identity verification

- Provide best-in-class UX with a fast, simple, and intuitive authentication process

- Seamlessly integrate with existing IVR systems and workflows

- Deploy a mature, enterprise-proven solution that delivers validated ROI of 324%, and is trusted by top organizations including two of the four largest US banks and critical infrastructure companies

Diagram labels:
- 1 — Call IVR, identify, wait for result
- IVR Server
- 2 — Start Authentication
- 7 — Authenticated ✓
- 6 — Optional: Number Match Challenge
- 3 — (Polling For Results)
- FIDO Server (HYPR)
- 4 — Prompt For Authentication (In App)
- HYPR
- fido
- 5 — Complete FIDO Authentication

How "Tap To Log In" Works:

1. **Initiation:** User calls the IVR system, identifies themselves (enters a user ID), and waits.

2. **Authentication Starts:** The IVR server starts the authentication flow with the FIDO server.

3. **Results Polling:** The IVR server starts polling for authentication challenge results from the FIDO server.

4. **In App Prompt:** The FIDO server sends a prompt for authentication to the HYPR UAF app on the user's mobile device.

5. **User Approves Prompt:** The user explicitly opens the HYPR UAF app on their mobile device and approves authentication prompt.

6. **(Optional) Number Match:** The end user types in an additional code sent to the mobile device back into the IVR system.

7. **Authentication Completion:** Once all prompted challenges are passed, the secure authentication of the user is complete

Defend Against IVR Breaches with HYPR

HYPR's Identity Assurance Platform offers a comprehensive solution to IVR authentication weaknesses. By leveraging advanced methods like push notifications and the secure "Tap To Log In" feature, HYPR ensures that organizations can protect their users and systems from sophisticated threats.

✓ VERIFY PEOPLE,
✗ NOT ACCOUNTS.

About HYPR

HYPR, the leader in passwordless identity assurance, delivers comprehensive identity security by unifying phishing-resistant passwordless authentication, adaptive risk mitigation, and automated identity verification.

Trusted by top organizations including two of the four largest US banks, HYPR ensures secure and seamless user experiences and protects complex environments globally.

Certification badges: AICPA SOC, fido CERTIFIED, VALIDATED BY TRUSIGHT, ISO 27001 CERTIFIED (A-LIGN), ISO 27017 CERTIFIED (A-LIGN), ISO 27018 CERTIFIED (A-LIGN), STAR LEVEL ONE: SELF-ASSESSMENT, SECURITY TRUST ASSURANCE RISK

HYPR
THE IDENTITY ASSURANCE COMPANY

www.hypr.com | hypr.com/contact

© 2024 HYPR. All Rights Reserved.

Secure Your IVR System Today