

# Remote Caller Verification for the IT Service Desk

**Protect against social engineering attacks with anytime, anywhere self-service identity verification workflow**

Agent-assisted password resets and account recovery processes are significant cybersecurity vulnerabilities. Weak caller verification methods, such as knowledge-based authentication (KBA), two-factor authentication (2FA), and even manager approvals, place the burden on agents to assess the legitimacy of callers. When agents make mistakes, this single point of failure can lead to massive operational disruptions and millions in losses. 1Kosmos modernizes identity verification with a simple self-service workflow that can be executed from any device, detecting identity impersonation and quickly establishing high-assurance trust for legitimate workers.

## The 1Kosmos Advantage

1Kosmos remote caller verification takes the guesswork out of identity verification at the IT Service Desk. It replaces antiquated identity self-attestation techniques and manual manager approvals with a modern, automated workflow that validates government-issued credentials and matches them to live biometrics with +99% accuracy for high-assurance verified identity.

When a caller requests agent assistance, such as a credential reset, the agent initiates a verification process triggering a guided workflow the caller can execute from any camera-equipped mobile phone or desktop.

First, the caller scans a picture ID (e.g., Passport, Driver's License, or National ID) and then provide a live selfie. The offline credential is checked for authenticity and the selfie is matched using AI to the photo ID. Agents receive a simple pass or fail notice.

With the caller's identity established, the agent can proceed with high assurance that the individual is legitimate.

Additionally, caller PII (Personally Identifiable Information) is not exposed to the agent at any time. It remains private throughout the entire process.

The 1Kosmos remote caller verification solution can be implemented standalone and generally configured for operational use within 48 hours. Alternatively, it can be integrated with case management solutions via out of the box connectors or via the robust API framework.

**1Kosmos identity-based verification defeats social engineering attacks on the IT Service Desk by taking the onus off agents to ensure callers are who they say they are**



# Remote Caller Verification for the IT Service Desk

## Easy Integration

1Kosmos remote caller verification provides a seamless identity verification solution without extensive integration. It's generally operational as a standalone application in less than 48 hours or easily integrated via out of the box connectors or APIs with existing service desk and case management platforms.

## Document Verification

1Kosmos remote caller verification validates a user's identity using their driver's license, passport, National ID, and more for over 150 countries. Additionally, an API can be activated to verify the document's validity against issuing authorities, such as AAMVA and ICAO.

## Caller Experience

Callers are guided through the verification process which is appless and does not require registration. The verification can be completed via a mobile device, or a desktop equipped with a camera.

## Data and Privacy Management

The data captured by 1Kosmos will be held within the session's cached memory, and the data used will be deleted from memory, once verification is completed. No PII data will be available to the service desk agent.

## Identity Verification

A selfie, with a built-in liveness check and protection from deepfakes, is captured and compared to the image scanned from the government issued ID during the document verification step. The selfie must match the document image, increasing the level of assurance for the caller's identity.



## 1Kosmos Features & Benefits

- Service desk agents removed from identity decisioning process
- Protection from AI deepfakes via builtin presentation and injection attack defenses
- Customizable deployment with convenient caller and agent experiences
- Guided workflow offers fewer clicks and a high first-time pass rate
- Captured photo ID image matched to live selfie to verify caller identity
- Scanned document validated with issuing authority in 150+ countries worldwide (if required)
- User data remains private - no PII is exposed during identity verification
- Process can be completed via a camera-equipped mobile device or a desktop
- Offered as a standalone service or easily integrated into existing service desk platforms

### Reasons to Consider

- Certified to FIDO2 and NIST 800-63-3
- Certified iBeta DEA EPCS and ISO/IEC 30107-3
- Compliant to GDPR, KYC / AML standards

### About 1Kosmos

1Kosmos enables remote identity verification and passwordless multi-factor authentication for workers, customers and residents to securely transact with digital services. By unifying identity proofing, credential verification and strong authentication, the 1Kosmos platform prevents identity impersonation, account takeover and fraud while delivering frictionless user experiences and preserving the privacy of users' personal information. 1Kosmos performs millions of authentications daily for government agencies and some of the largest banks, telecommunications, higher education, and healthcare organizations in the world.

