

Helping Call Center Agents Guide Identity Verification in Real Time

Improve completion and accuracy with assisted identity verification



How Assisted Verification Can Support a Call Center

In an assisted identity verification journey, the process begins while the agent is already engaged with the user. The agent initiates verification by sending a secure link via SMS, allowing the user to complete required steps on their mobile device.

As the user progresses through consent, identity document capture, and biometric verification, the agent can view each step in real time through the IDVerse® Call Assist interface. Agents can monitor progress, identify where a user may be encountering difficulty, and review document or image quality before submission, allowing issues to be corrected during the call, rather than after a failed verification attempt.

This model can help ensure that identity verification is completed accurately during the initial interaction, rather than becoming a repeated or escalated task.

The Reality of Remote Identity Verification

Remote identity verification has become a foundational requirement for accessing public services, benefits, and other regulated transactions. As agencies expand digital channels, identity proofing is often positioned as a self-service task completed independently on a mobile device by the user.

In practice, however, call centers routinely support users who struggle to complete these tasks. The challenge is not limited to fraud risk or system reliability—it is often human. Users may lack confidence with mobile technology, have difficulty capturing acceptable images of identity documents, or become confused during biometric steps. Even when verification tools are functioning as designed, these barriers can prevent successful completion. Assisted verification can help address these challenges by providing call center agents near real-time visibility into the identity verification process, allowing them to guide users through verification.

When identity verification fails, the consequences are operational and human: increased call volumes, longer handle times, repeat verification attempts, and delays in access to essential services.

Where Self-Service Models Break Down

Self-service identity verification works best when users are comfortable navigating digital experiences without assistance. When that assumption does not hold, call centers face a gap between automation and resolution.

Agencies are often limited by:



Lack of visibility
into where a user is
encountering difficulty



Inability to assess
document capture quality
near in real-time



No mechanism to guide
users without taking
control of personal devices



The need to restart
identity verification from
the beginning after a failure

These constraints can turn a single identity check into multiple interactions, increasing both user frustration and operational costs. Assisted verification can help bridge this gap by giving agents near real-time visibility into the user's identity verification journey, without requiring access to or control of the user's personal device. Through assisted verification, agents can monitor progress, identify where users may be encountering difficulty, and provide guidance before a verification attempt is abandoned or escalated into a follow-up interaction.

A More Flexible Approach: Assisted Identity Verification

Assisted identity verification introduces a hybrid model that combines secure self-service technology with live support. Instead of requiring users to complete identity proofing entirely on their own, agents can remain engaged throughout the process, providing guidance while the user completes verification on their own device.

This approach can allow agencies to maintain strong identity assurance standards while adapting to real-world user needs. Through IDVerse® Call Assist, agents can monitor verification progress in real time, view document and biometric capture status, and help users resolve issues as they occur. This visibility can allow agencies to combine the convenience of self-service verification with live support when additional guidance is needed.

Benefits of Operational and User Experience

By incorporating assisted identity verification into call center workflows, agencies can address common points of friction without compromising security or privacy. Key benefits can include:

- ✓ **Higher completion rates** for users who struggle with self-service
- ✓ **Immediate intervention before abandonment** by identifying when users experience verification issues and helping guide them through the next step during the same interaction.
- ✓ **Reduced abandonment and repeat** verification attempts
- ✓ **Improved first-call resolution** through real-time agent visibility
- ✓ **Greater confidence** in document and biometric capture quality
- ✓ **Better experiences** for populations with varying levels of digital literacy
- ✓ **More efficient call center operations** by resolving verification issues during the initial interaction



Supporting Trusted Identity Journeys with LexisNexis® Risk Solutions

LexisNexis® Risk Solutions supports identity verification and program integrity across the identity lifecycle. To help address these challenges, agencies often need identity verification solutions that support both strong identity assurance and the realities of day-to-day call center operations. Solutions such as IDVerse® help enable secure document and biometric verification across self-service and assisted journeys. Through IDVerse® Call Assist, call center agents can initiate and monitor identity verification sessions, gain near real-time visibility into user progress, identify where users may be struggling, and help resolve issues before verification attempts are abandoned or require a follow-up interaction. Complementing these capabilities, LexisNexis EssentialID™ supports identity resolution and linkage across trusted data sources.

Together, these capabilities can help agencies design identity verification experiences that balance security, accessibility, and operational efficiency. By supporting agents and users through complex identity moments, we can help agencies deliver secure, accessible services and minimize friction.



**For more information, please
contact 1-800-869-0751.**

