SMS & Voice Verification

Ensuring the validity of your users is extremely important in preventing fraud and securing accounts from compromise. A great way to do that is to attach a verified phone number to end user accounts, ideally when they first register. From there, that user’s identity can easily be confirmed when they access their account from a new browser or device. If they attempt a high value transaction, like accessing credit card details, transferring funds or making bill payments, a simple confirmation of their identity will greatly decrease the risk of fraud.

Utilized by the world’s leading Web and mobile applications to help secure billions of end user accounts, TeleSign delivers phone-based verification and two-factor authentication (2FA) using a time-based, one-time passcode sent over SMS or via voice call.

Securely Verify Users in Real-Time
- Ensure new registrations are legitimate users and not fraudulent accounts or attempts at bulk account creation
- Secure accounts from compromise with out-of-band, SMS or voice message-based 2FA
- Verify high value transactions such as accessing credit card details, transferring funds or making bill payments
- Team up with a dedicated technical account manager who provides user experience reviews and ensures global integrations are successfully implemented
- Ensure message delivery and high conversion rates to end users in more than 200 countries and 87 languages
Key Features

**High Quality, Direct-to-Carrier Routes** – As a registered mobile network operator, TeleSign connects directly to thousands of carriers around the world and employs a waterfall approach across multiple routes to help ensure the highest delivery and conversion rates.

**Secure, Time-Based, One Time Passcode (TOTP)** – Verifies users in real time by sending a one-time verification code via SMS or voice message that can be used to authenticate a known user, verify a transaction or block fraudsters from opening illegitimate accounts.

**Two-Way Communications** – Provides an out-of-band method for confirming account login attempts and verifying transactions. TeleSign sends an SMS with a one-time passcode along with transaction details, and the user then replies with the code and approves or denies the request.

**Long Message Support** – Separates SMS message over 160 characters based on device type and operator requirements and sends it to the user’s handset with instructions to reassemble the message back in the correct order as one SMS.

**Smart Message Splitting** – When splitting a long SMS message, it prevents the breaking of critical pieces of information, such as URLs and email addresses, to ensure messages are delivered and viewed as intended.

**Phone Number Cleansing** – Corrects improperly formatted phone numbers automatically to adhere to international dialing standards and increase successful delivery and call completion rates.

**Global Coverage** – Helps ensure message delivery to end users in more than 200 countries and 87 languages.

How It Works

TeleSign's SMS and Voice Verification REST API easily integrates into existing applications, user experiences or workflows. The following is one example of how to use the product to verify the identity of a user attempting to access their Web account from a new device.

1. The user visits your website and enters their existing credentials (username and password) to access their account.
2. Because this is the first time the user is accessing their account from a new device, a challenge is needed to further verify the user and permit them to complete the login attempt.
3. In this case, you use the TeleSign API to send a TOTP to the user's (already verified) phone number.
4. Once the user receives the passcode to their mobile device, they simply enter it in on the Web page as prompted.
5. You confirm with TeleSign that the passcode entered is the same code that was sent to the user and, if matched, the user is verified.
6. The user is then able to access their account.

With a flexible API, you can integrate TeleSign into your system based on your needs and intended user experience. Here is a typical flow:

*Two-Way Communications feature is not available in all markets. Contact TeleSign for specific availability.*

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TeleSign is the leader in Mobile Identity solutions, helping customers secure more than 3.5 billion end user accounts worldwide and prevent registration fraud, while improving user experience and managing costs. TeleSign delivers account security and fraud prevention with two-factor authentication (2FA) based on each user’s Mobile Identity (phone number, device and behavior) and driven by real-time, global intelligence, including reputation scoring and device data.

For more information, please visit [www.telesign.com](http://www.telesign.com) | [@TeleSign](https://twitter.com/TeleSign)

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