



## **Journey and CCT Solutions to sign OEM Reseller Agreement**

### ***Journey's Newly Launched Trusted Identity Platform for secure, confidential and instantaneous authentication of identity to be integrated into CCT's Omnichannel ContactPro Contact Center Solution***

July 15, 2020 – Denver and Frankfurt, Germany. CCT Solutions, software provider and system integrator for Contact Center solutions, and Journey, a security company focused on trusted digital identity, have signed an OEM reseller agreement. CCT will integrate Journey's newly launched verification and authentication solution into its ContactPro Omnichannel suite and market it as "Identity" module.

Last month, Journey, Inc. launched its Trusted Identity Platform, an award-winning platform for verifying customer identity using a "Zero Knowledge" network-based approach which solves for privacy, security, and customer experience simultaneously. The new platform builds on an ecosystem of best-in-class partners – including identity and payment, document verification and multi factor biometrics partners – with its patent-pending Zero Knowledge network architecture that individually encrypts customer information, verifying information but never actually showing personal data to an agent. It confirms customer identity with 99.9999% accuracy in less than two seconds, enabling enterprises to interact and transact with their customers securely and simply.

"Authentication and verification have become crucial parts in the service equation: Customers want the process to be secure, yet hassle-free and quick", said Uwe Kreuter, Managing Director CCT. "And this is exactly where the Journey Identity Platform and its holistic approach comes in, which protects customer information and rapidly verifies customers across channels, thereby also creating superior customer service experiences. Since trust goes both ways the platform also enables authenticating the agent who reaches out, so that the customer can be sure that they really do represent the company they say they do, which is the prerequisite for customer engagement. We see enormous benefits for enterprise customers across all industries, not only in terms of successful fraud prevention but also with regards to cost-savings and strengthened customer relations. We are excited to enhance the value offering of ContactPro by integrating 'Identity'."

"Many of our executive members who have vast experience in the contact center arena have already worked successfully with CCT in the past and we hold them in high regard. We are pleased to have this reseller partnership in place as we launch Journey's identity solution globally. With CCT being at home in both the US and Europe we are confident that this will also help to rapidly increase our footprint in those regions", said Brett Shockley, CEO Journey.

CCT is an architect and systems integrator for Omni-Channel Contact Center projects. Their portfolio includes strategy and technology consulting as well as implementation and support of complete cloud-based contact center (CC) and unified communications (UC) solutions.

Journey has already won prestigious industry recognition: Enterprise Connect, the premier conference and exhibition organization focused on enterprise communications and collaboration, has awarded Journey the "Best of Enterprise Connect" and "Best Innovation in Customer Experience" distinction in recognition of the company's groundbreaking Trusted Identity Platform.

**About Journey**

Journey's Trusted Identity Platform is the first and only identity authentication solution that allows companies to eliminate customer friction while also dramatically lowering fraud, reducing operating costs, and lessening the risk of data breaches. It is a milestone that will transform both inbound and outbound customer interactions for enterprises in industries such as contact centers, healthcare, retail, financial services, and business process outsourcing (BPO). For more information, visit [www.journey.ai](http://www.journey.ai).

The recorded version of the launch webinar is available [here](#).

**About CCT**

CCT Solutions provides comprehensive unified communications and contact center solutions for large and medium-sized companies. The company has many years of experience in contact center systems integration and expertise in meeting company-specific requirements (also by own application development) thus providing significantly increased value and efficiency in customer communication. For more information visit the CCT website [cct-solutions.com/en/](http://cct-solutions.com/en/)

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