

AI Agent Caller

The PaymentKnox Autonomous Callback Agent

Where others stop, our validation continues.



The Challenge: The Burden of Manual Callbacks

For many organizations, performing vendor callbacks before processing payments is a critical additional control alongside automated validation. Within the nsKnox platform, the AI Agent Caller always works alongside Quick Check™ or Knox Verify™, supplementing authoritative banking-data validation, not substituting for it. However, relying on manual callbacks introduces significant operational inefficiency and risk. It is a labor-intensive, time-consuming, and frustrating process with questionable reliability. Finance and Purchasing professionals struggle to reach vendors due to multiple challenges:



Logistical barriers

Misaligned time zones and language barriers drastically lower contact success rates.



Human Error

Repetitive, manual dial-outs inevitably lead to “caller fatigue”, where employees lose focus on critical details.

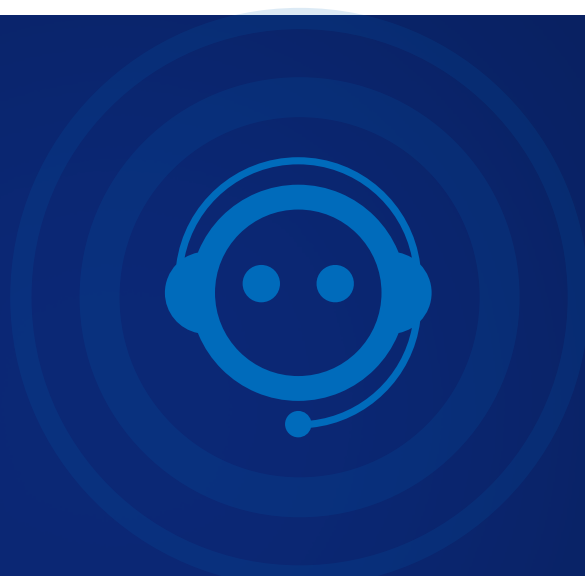


Security gaps

Even when this process is outsourced to third-party call centers to handle this burden, the results are often unsatisfactory, leaving organizations vulnerable to social engineering and sophisticated payment fraud.

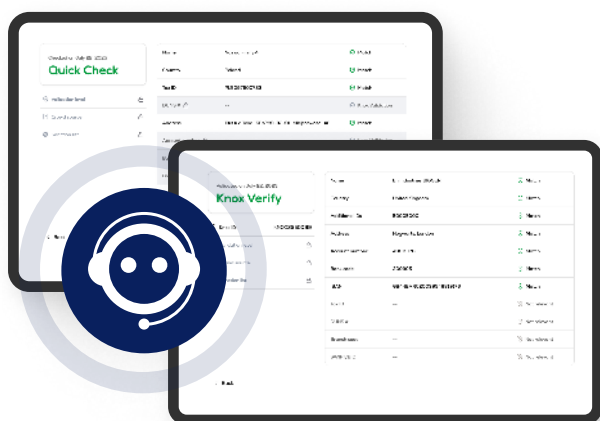
The Solution: Autonomous Vendor Calling

The nsKnox AI Agent Caller acts as a smart, accurate, reliable, and efficient replacement for manual callbacks. For organizations that require a callback procedure, this autonomous agent is a true game-changer, saving your team significant time and money. It serves as an added layer of security that complements nsKnox’s authoritative banking-data validation, eliminating the reliance on frustrating manual processes or unreliable external call centers.



Seamless Integration with PaymentKnox

Fully integrated into the PaymentKnox suite, the AI Agent Caller is highly adaptable to your specific risk policies, enabling you to trigger calls based on expected payment amounts, geographic risk, and other variables. As a flexible added layer of security, it can be:



Used alongside Quick Check™

Run a smart, rapid search within our extensive network, and trigger the AI Agent as an immediate follow-up for secondary verification or an additional signal.

Used in tandem with Knox Verify™ for Super-Robust Validation

While Knox Verify securely authenticates any account, anywhere, based on banking data (including out-of-network data), the AI Agent Caller serves as a supplementary internal control that fulfills organizational mandates for verbal callbacks. From the same Work Canvas interface, you can initiate both Knox Verify validation and an automated AI Agent call, consolidating the authoritative banking data with the recorded callback evidence into a single unified profile.

Key Capabilities & Benefits

- **Time Zone Aware & Multi-Lingual:** The agent eliminates scheduling and language barriers. It automatically initiates calls during the payee's local business hours and communicates fluently in their language.
- **Limitless Scalability and Efficiency:** The autonomous agent never experiences caller fatigue, ensuring standardized, highly efficient performance regardless of your organization's call volume.
- **Context & Flow-Aware:** The intelligent agent understands the specific validation context and dynamically adjusts the conversation. It securely introduces itself, confirms identity, and asks payees to verify specific data points (such as the last digits of a known bank account) rather than requesting full details. If a payee provides a mismatch, the agent handles it securely with strict retry limits.
- **Complete Auditability:** To maintain transparency, the agent formally notifies the payee that the call is being recorded. It automatically generates an audio recording of the conversation, providing a standardized audit trail and evidence to support your internal decision-making and risk processes.
- **Work Canvas Integration:** You can trigger the AI Agent directly from the action menu for a payee in your Work Canvas. Once the call is complete, you can instantly access both the recording and a summary of the call outcome directly within the same screen.

Stop Payment Fraud Before It Happens

Get in touch to learn how nsKnox Adaptive Payment Security can protect your organization.

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