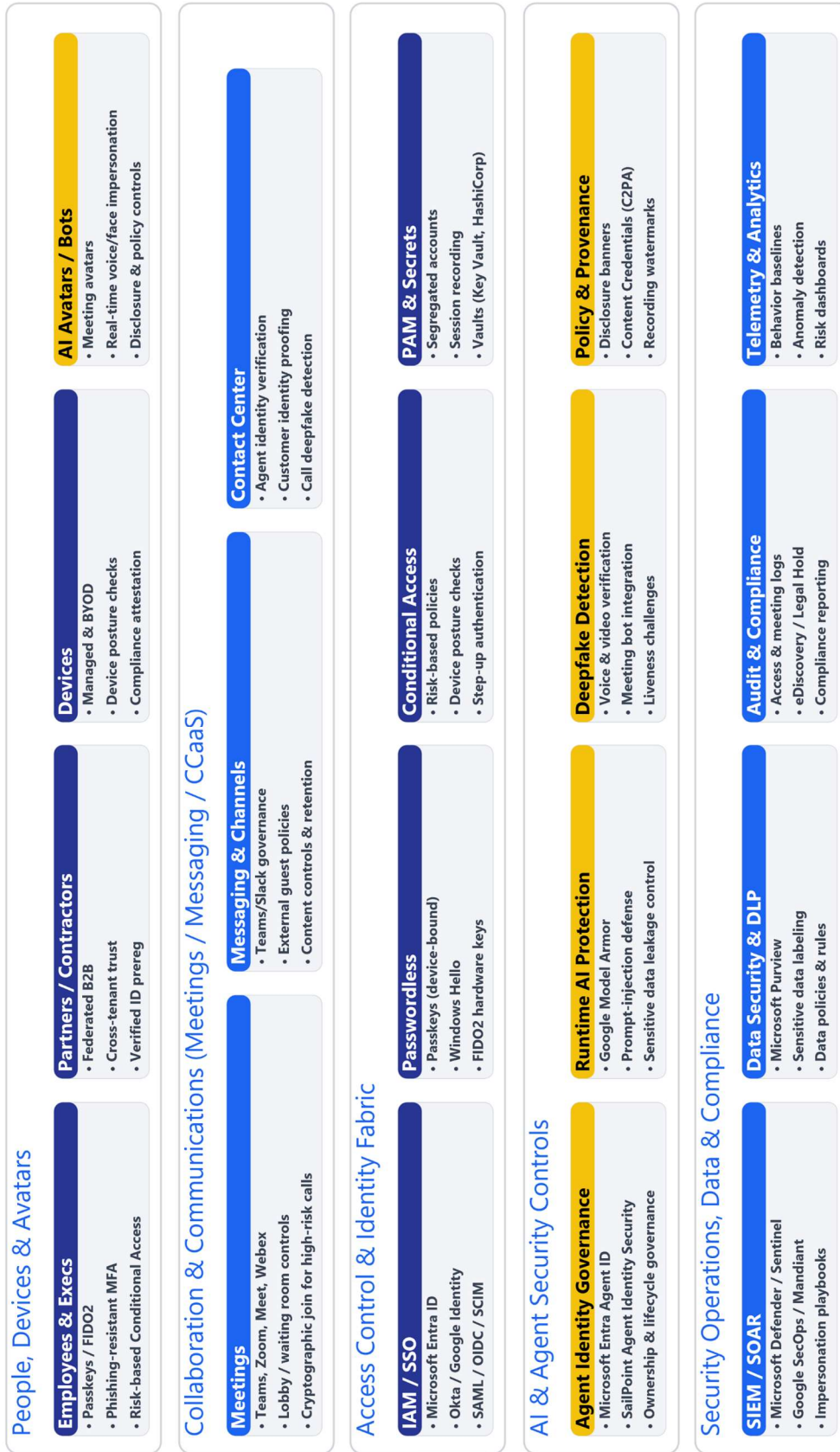


Identity-First Collaboration Architecture

Preventing AI Impersonation across Meetings, Messaging, and Contact Center



AI-driven impersonation has transformed collaboration platforms into identity-critical systems, making traditional security controls insufficient. The Identity-First Collaboration Security Architecture provides a modern, layered model for securing meetings, messaging, and contact center interactions by unifying identity, access, AI-agent governance, and real-time threat detection. This architecture illustrates how people, devices, applications, AI agents, and content must be continuously verified to maintain trust in digital communication. It serves as a blueprint for organizations adopting passkeys, Conditional Access, PAM, deepfake detection, and emerging protections like Microsoft Entra Agent ID and Google Model Armor. Use this framework to align teams, reduce impersonation risks, and implement a security posture designed specifically for AI-era collaboration.

