

**INVOSYS**



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**CALL SHIELD**

**An intelligent solution  
to combat suspected  
caller fraud**



## ARE YOUR CUSTOMERS WASTING TIME, RESOURCES AND MONEY ANSWERING SCAM CALLS?

With fraud calls costing as much as 42 pence a time, businesses could be losing money — fast. Is it any wonder your customers are on high alert and looking for a reliable solution to weed out cyber criminals and help keep their organisation running smoothly?

### INVOSYS CALL SHIELD IS THE ANSWER...

In a crowded marketplace, **Invosys Call Shield** is a stand-out intelligent voice product that works to identify the tell-tale signs of a potentially fraudulent or spam phone call, alerting your customers to suspicious activity before criminals can obtain sensitive personal information or valuable business details.

**1 BILLION  
NUISANCE CALLS  
WERE MADE IN  
THE UK IN 2020**

**58% OF SPAM  
CALLS ARE  
FRAUDULENT**

## HOW DOES IT WORK?

**Invosys Call Shield** is a call flow node that can be dropped into your existing inbound services — helping to protect your customers from caller fraud thanks to its core functionality...

### COMPREHENSIVE DATA ANALYSIS:

- Identifies fraudulent or spam calls based on location, call source, number presentation and volume of concurrent calls

### CUSTOMISABLE PATHWAYS:

- Flags, drops or routes suspicious calls to an agent
- Defines a workflow around handling fraudulent calls

### DETAILED REPORTING:

- Full breakdown of all calls by fraud category
- Powerful data informing how call routing should be amended for optimum performance

### UNRIVALLED DATABASE:

- Access to established industry databases of known telephone numbers associated with fraud
- Centrally updated so customers are always in the know

Every phone call has a 'DNA' structure known as 'metadata'. By inspecting the core network data, each call is placed into one of eight fraud categories before following a predetermined and customisable call routing policy so that suspicious calls never reach their intended target.

# READY TO SQUASH SCAM CALLS FOR GOOD?

Request a demo of our **Invosys Call Shield** solution and help keep your customers' details out of the hands of fraudsters.

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