Telcos

Fighting fraud.
Securing calls.

Telco fraud is lucrative, with customer accounts enabling access to payment details and bank accounts, as well as the means to make high cost calls and purchases.

To prevent it, organisations typically secure their digital channels, but in our experience contact centres, with their human element, remain vulnerable. Smartnumbers' cloud-based solutions leverage AI to help protect organisations from fraud by ensuring their contact centres stay secure.

smartnumbers

Just how bad is it?

Telco fraud saw a shocking rise in the UK in 2024, with Cifas reporting 108% increase in account takeover filings to the national fraud database (NFD) and a 91% increase in identity fraud in the first six months of the year.

Telcos tackling this face an unprecedented challenge to secure their customers without compromising efficiency.

Typical types of telco fraud

Account takeover
Fraudsters target contact centres to steal a customer's personal information and payment details, or make changes to their account so they can to make purchases.

Identity fraud
Scammers use stolen personal information and banking details to sign up for services and to purchase mobile devices.

SIM swapping
Fraudsters trick a telecom provider into transferring a customer's phone number to a SIM card under their control.

Spotting a fraudster

These types of telco fraud can be tricky to spot using standard contact centre checks, especially if the 'customer' appears to have all the correct information. But there are certain caller traits that can help identify them:
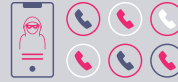
Calls from the same number are calling about multiple customer accounts

Calls to make multiple small changes to customer account(s), such as email or address changes

Multiple frequent calls from the same number to the contact centre IVR

Calls from withheld phone numbers in an attempt to avoid detection

Numbers used may have been denylisted by contact centres from other sectors, such as banks or insurance companies

Our successful deployments with leading UK telecom companies have revealed that with the right technology in place, it is possible to spot and flag callers displaying these traits in the contact centre and stop fraud in its tracks.

How Smartnumbers can help

The Smartnumbers Protect platform offers telcos an additional layer of protection to help spot suspicious calls into the contact centre.

Smartnumbers' unique cloud-based technology checks each incoming call for suspicious numbers or behaviour and assigns a risk score. The risk score enables contact centres to decide how they want to handle the call.
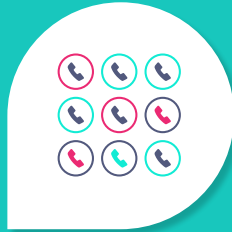
We focus on the following areas to identify potential fraudsters:
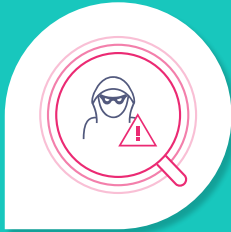
Call signalling

Data from the phone network helps us flag calls from withheld and denylist numbers.

Withheld numbers are a big concern for contact centres, as we know fraudsters often hide their numbers to avoid detection.

Caller behaviour

Unusual behaviour, such as multiple calls in a short period of time, can indicate fraudulent activity.

We can recognise and flag unusual caller patterns and call histories using machine learning

Consortium data

Fraudsters repeatedly attack multiple organisations and multiple sectors, so we maintain a list of known fraudsters discovered by our customer base.

We check and update this data in real time.

Smartnumbers benefits:

Stop telco fraud in its tracks

Spot fraudsters targeting your contact centre and stop them before they gain access to your customers' accounts.

Gain a complete picture of fraud in your organisation.

Maximise contact centre efficiency

Spot fraud in real time and prioritise high risk cases.

Reduce fraud losses and deliver a better, faster caller experience for legitimate customers.

Fraud intelligence sharing

Gain greater insight into organised crime activity.

Create and share fraudster profiles with other organisations, including phone numbers and tactics.

Smartnumbers Consortium

Collaboration is the best way to fight fraud, so we enable organisations from different sectors to share data and work together within the platform. This unique ability to securely share intelligence between organisations and sectors creates a power tool to stop fraud in its early stages.

As Smartnumbers customers you become part of a cross-sector fraud prevention ecosystem, take part in networking and best-practice sharing events, and can potentially support law enforcement investigations into organised crime.
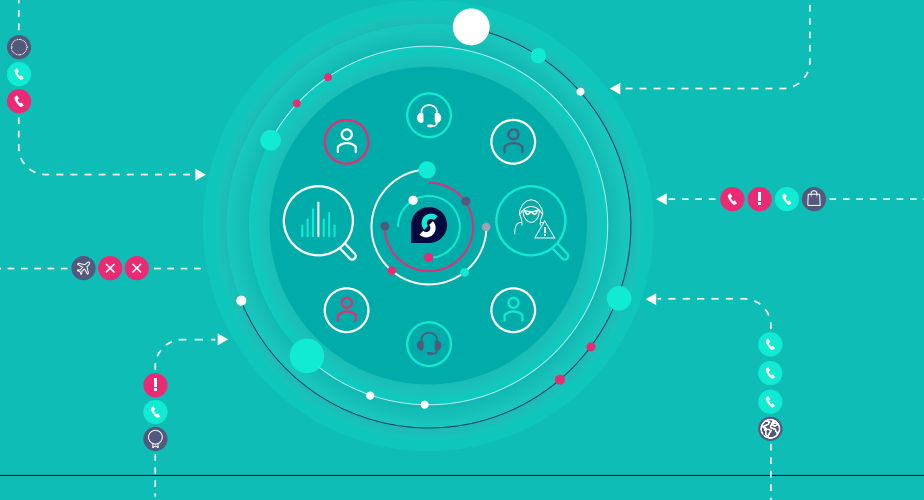
Find out more

Sign up today

Get exclusive access to a wealth of more great fraudster intelligence by signing up for our newsletter.

Get The Proof

Download

Find out how we proved the business case for tackling fraud at a UK telco contact centre in this download.

Telephone: **+44 20 3379 9000**

Email: **info@smartnumbers.com**

Online: **smartnumbers.com**