

The Solution | Smartnumbers Protect

Prevent fraud. Protect the contact centre.

With Smartnumbers Protect you can disrupt the criminals that target your contact centres to steal customer data and commit fraud.

Smartnumbers
Protect

Your weakest link

Is your contact centre the weak link in your organisation?

Fraudsters target contact centres because they are often seen as the weak link in an organisation's defences. While the overall scale of fraud is generally well understood, the role contact centres play in enabling these crimes is often overlooked.

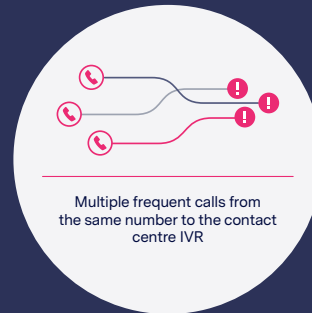
Criminals use the relative vulnerability of contact centres to validate stolen account data, harvest further information or prepare an account for attack, before going on to commit fraud, often in other channels.



Spotting a fraudster

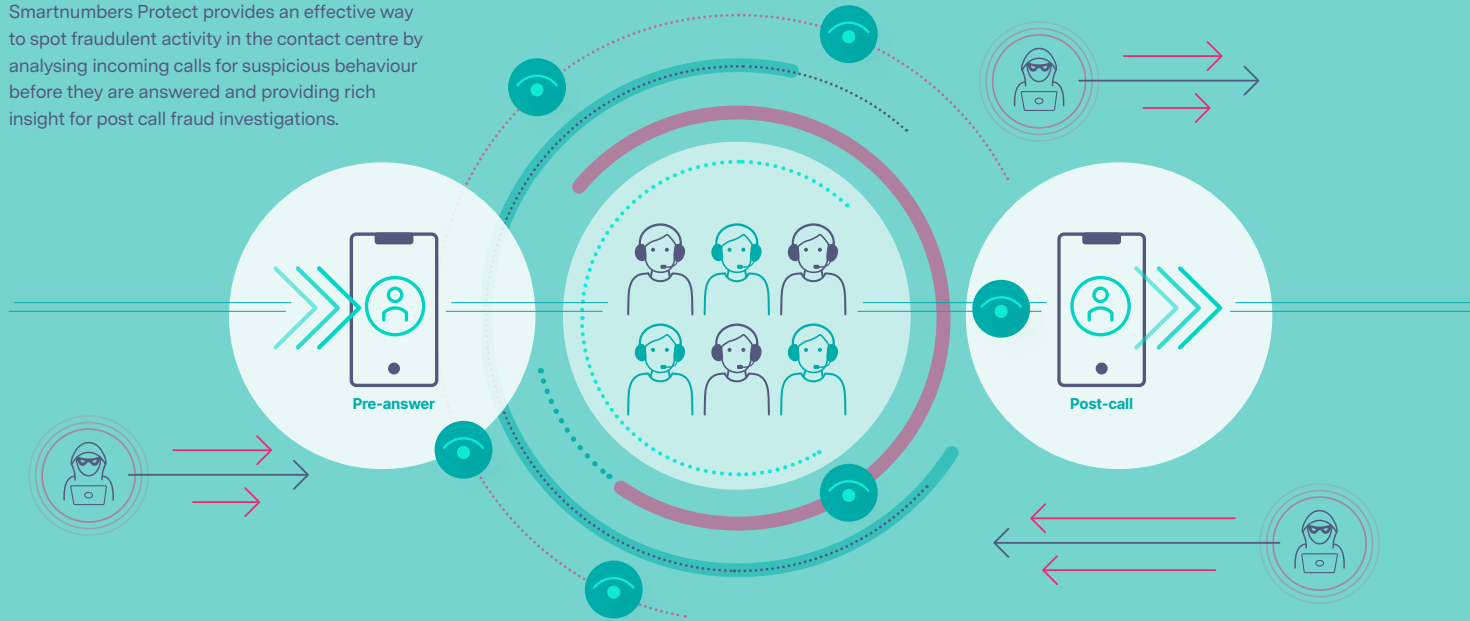
The challenge is to find a fast, frictionless way to spot the signs of fraudulent activity. This can be tricky using standard contact centre checks, especially if the 'customer' appears to have all the correct information.

But there are certain caller traits that can help identify them:



Introducing Smartnumbers Protect

Smartnumbers Protect provides an effective way to spot fraudulent activity in the contact centre by analysing incoming calls for suspicious behaviour before they are answered and providing rich insight for post call fraud investigations.



Pre-answer analysis

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Real time identification:



Identify signs of fraud in real time before a call is answered with proactive caller analysis and risk assessment.



Consortium/ denylist

Cross check customer consortium denylists for numbers that are known to be used by fraudsters.



AI modelling

Use machine learning to analyse caller behaviour for unusual patterns, such as multiple calls in quick succession.



Call signalling data

Examine call signalling data to spot risk factors, such as withheld numbers.



Real time risk score

Assign a risk score before the call reaches the IVR or agent, identifying calls that require further investigation.

With our pre-answer analysis, you can:

Post-call investigation

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Launch investigations:



Post-call



Gather insight and establish processes to mitigate fraud losses and protect your customers.



Investigate scope of activity

Understand the true scale of fraud by enabling fraud investigators to identify all the customer accounts that have been targeted by the same fraudulent callers over a period of time.



Maintain fraudster profiles

Build out detailed fraudster profiles, including the numbers and tactics they use to target IVR or agents, and devise processes to handle them.



Share on the Smartnumbers Hub

Collaborate, share information and raise queries about fraudsters with other organisations securely within the platform, helping to prevent fraudsters across organisations and sectors.



Collaborate with Consortium members

Complete the full fraud picture across your organisation by providing insight into suspicious behaviour in the contact centre to other fraud teams.

With post-call investigations you can:

Three key benefits



Stop fraud in its tracks

Spot and flag early signs of fraud in your contact centre.

Identify fraudsters before they gain access to your customers' accounts.



Maximise contact centre efficiency

Prioritise the handling of high risk cases to reduce fraud losses.

Gather insight into fraudster behaviour that completes the picture of fraud in your organisation.



Fraud intelligence sharing

Gain greater insight into organised crime activity.

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

Share with the Consortium

Over 52% of the fraudsters we identify have targeted more than one of our customers, so we know that if a fraudster attacks one organisation, then they're likely to be attacking others too.

Collaboration really is the best way to fight fraud. That's why we enable organisations from different sectors to share data and work together within the platform.

Smartnumbers Protect users have the unique ability to securely communicate and share intelligence about suspected fraudsters. This level of collaboration between organisations and sectors is an extremely powerful tool for identifying and stopping organised crime 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.



With Smartnumbers, organisations across a range of sectors have discovered the scale of fraud in their contact centres, prevented £millions in fraud losses and secured customer accounts



Find out more

About Smartnumbers

We help companies in the fight against fraud.

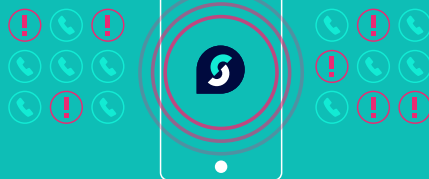
Our solutions help protect organisations from downstream fraud by ensuring the contact centre stays secure.



Smartnumbers Consortium

At Smartnumbers we understand the importance of collaboration when it comes to fighting fraud. If a fraudster has attacked one organisation, then they're likely to be attacking others too.

The Smartnumbers Consortium is the way to fight back – by working together.



Smartnumbers Control

No matter what disrupts your organisation, ensure your voice network stays secure, reliable and compliant with Smartnumbers Control.

Our complete call management solution removes the risk of telecoms migrations and ensures you never miss a call again.

Find out more

Sign up today



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



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