Call Security & Trust Solutions Challenges for the Enterprise

The steady rise of call security and trust threats inside today's complex work environment make it increasingly difficult for the enterprise to effectively and safely transact with customers and partners over phone calls. Calls into the enterprise from customers can no longer be trusted based on traditional caller ID information and agent- based authentication questions. Meanwhile, enterprise calls to their customers often go unanswered due to robocall, spoofing and other trust issues. The result? Malicious and fraudulent calls into enterprise contact centers are on the rise, while 87% of calls from the enterprise to their customers go unanswered. Worse yet, many legitimate corporate phone numbers and calls are now being labeled "Fraud" or "Spam."

In additional to trust issues surrounding enterprise inbound and outbound calls, a host of call security issues continue to plague corporate phone lines, voice systems and agents. Today, robocallers are making large quantities of calls into enterprise environments, attempting to get an individual to answer their calls. Fraudsters and hackers are also using inbound calls to attempt to commit social engineering, vishing, financial fraud, call pumping, and, in some cases, Telephony Denial-of-Service (TDoS) attacks.

These call trust and security threats are on the rise, as evidenced by the SecureLogix Annual State of Call Security Report for 2022. Enterprise customers need an ability to ensure inbound calls are valid business calls, and verify trust levels for calls coming from their customers and business partners.

Inbound: Call Security & Threats on the Rise

+ 90.4%

Increase in number of calls stopped per customer on average vs. 2020

476 K

Attacks and suspicious calls stopped on avg. per customer in 2021

31%

Of all inbound call attacks were fraud, scams, or social engineering

23%

Of total blocked calls were call pumping or toll fraud

Source: SecureLogix 2022 State of Call Security Report

Outbound: Customers are Losing Trust

CALLER ID

BRANDED CALL

↓ 87%

of calls go unanswered

↑ 30%

increase call answer rates by 30% or better

Call Security & Trust Solutions

SecureLogix is the only vendor providing a single, unified solution for the full range of voice security and call trust issues threatening the enterprise.

Orchestra One™ Inbound Call Authentication Service

The SecureLogix Orchestra One™ Inbound Call Authentication Service provides additional protection and information to determine a level of risk of an inbound call. Orchestra One provides tremendous flexibility to leverage multiple tools and sets of information to implement appropriate levels of authentication, resulting in the most efficient, cost-effective call authentication.

Orchestra One is a cloud-based service that leverages APIs with other data sources to gain additional insight and information regarding the calling number to determine whether the number can be authenticated / verified as not spoofed. Orchestra One uses a number of tools to gather information to develop a Standard Authentication Risk Score and, when appropriate, an Advanced Authentication Risk Score. Advanced Authentication leverages wireless carrier APIs to verify the phone number and carrier information.

Call Defense™ System

The SecureLogix Call Defense System uses Call Firewall and Intrusion Preventions System (IPS) capabilities to protect against:

- Malicious calls
- Social engineering
- Call Spam
- Call pumping
- Impersonation scams
- TDoS attacks
- Robocalls
- Fraud
- Telemarketing calls

Outbound Call Trust Services

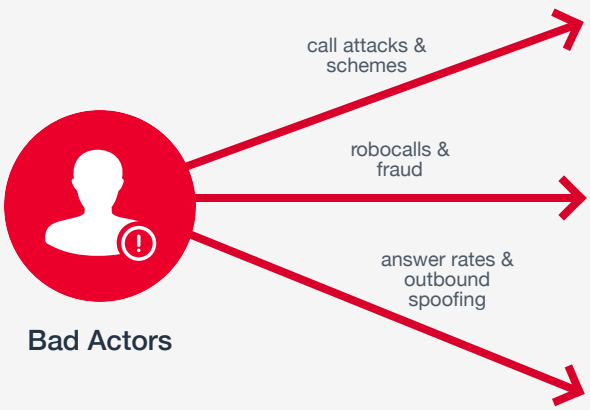
Outbound Call Trust Services from SecureLogix can increase your call answer rates by 30% or more while protecting your calling numbers and brand from spoofing and spam / fraud mislabeling.

Contact™
Call Branding Service

TrueCall™
Spoofing Protection Service

Reputation Defense™
Call Number Management Service

SecureLogix Inbound & Outbound Voice Security Solutions



A single, unified solution for voice security & call trust issues threatening the enterprise.

CALL DEFENSE™	**Inbound Call Security** TDOS, Robocalls, Social Engineering, Fraud, Call Pumping
ORCHESTRA ONE™	**Inbound Call Authentication** Authenticate inbound calls to enterprise. Risk score: -5 to 5
TrueCall™	**Outbound Spoofing Protection** Verify outbound calls. Stop fraud-sters from spoofing enterprise #s