

Invosys Call Shield

Protecting Your Business from Unwanted Calls

Invosys Call Shield provides your business with comprehensive protection against fraudulent, nuisance and spam phone calls. Leveraging advanced machine learning and AI algorithms, Call Shield continuously monitors and analyses your incoming calls to identify and neutralise potential threats in real-time. With its robust features and intuitive interface, Invosys Call Shield ensures your communications remain secure and uncompromised.

Call Shield Features

- ▶ **AI and machine learning:** Employs sophisticated algorithms to detect unwanted call activity.
- ▶ **Up-to-date information:** Live feeds from diverse, public and private sources, ensure current threats are captured.
- ▶ **Multi-point analysis:** Evaluates numerous data points to identify and mitigate potential threats.
- ▶ **Preventative action:** Stops scams and spam calls at source.
- ▶ **Call routing:** Alternative call flow options for individual alert categories.
 - > Hang up
 - > Call recording
 - > Divert to specialist
 - > Advance pre-connection warning to call handlers
- ▶ **Customisable workflows:** Tailor call handling processes to fit your unique requirements.
- ▶ **In-depth reporting:** Full call records detailing when and why calls were flagged by Call Shield.

Benefits of Call Shield



Immediate protection: Stop potential threats in real-time. Proactive not reactive.



Comprehensive coverage: Protect against various fraudulent call types, including spoofing, constant callers, "known bad actors," misrepresentation and more.



Diverse decision making: Choose different actions for each alert category.



Data protection: Protect sensitive information and reduce security risks with our reliable solution.



Auto-attendant protection: Removes threat from self-serve platforms.



Increase productivity: Free up Agent time to only deal with genuine callers.



Continuous improvement: The system evolves via machine learning and AI, enhancing its detection capabilities over time.

Get Started

For more information on how Invosys Call Shield can protect your business from fraudulent calls, visit our website and schedule a demo.