

# Protect Your Business Against Fraudulent and Scammers with Call Shield

Beyond being a nuisance, fraudulent calls actually indicate a growing threat to businesses. With nearly a third of all unknown calls now being identified as spam, it's clear this problem is not going to resolve itself.

As of late, criminals are increasingly targeting self-serve phone systems to mine personal and sensitive data, typically using this information for future attacks or fraudulent activity. In doing so, they rely on sophisticated methods to exploit vulnerabilities in your inbound call system:

- ▶ **Bots can inundate phone lines with repeated calls, often at peak times to avoid detection.**
- ▶ **Calls can come from withheld numbers, making it difficult to identify the source of the call.**
- ▶ **As each spam call comes in, Fraudsters can rotate numbers, so even the most advanced security systems struggle to identify call origins or prevent repeated intrusions.**

## Your First Line of Defense Against Caller Fraud

Call Shield is a robust, intelligent solution designed to protect your business's phone systems from these escalating threats. It helps to identify and handle repeat calls and suspicious activity, ensuring that your business can stay one step ahead of clever tactics used by fraudsters—all without sacrificing service quality. With Call Shield, your business can:

- ▶ **Identify and Block Repeat Calls:** Call Shield monitors caller patterns and detects repeat calls from the same origin—even when numbers are withheld. With customisable thresholds, once the limit of acceptable calls is reached, further attempts can be automatically blocked or rerouted per your requirements.
- ▶ **Handle Withheld Numbers Intelligently:** Call Shield's technology doesn't just stop at visible caller IDs. The solution monitors, interrogates, and cross-references withheld numbers against our dynamic network capabilities, and ensures fraud doesn't slip through the cracks.

## What Makes Call Shield Stand Out?



### Extensive Database

Thanks to exclusive partnerships with industry leaders, Invosys has access to a large-scale database containing known fraudulent numbers. This database is consistently refreshed and updated to reflect emerging threats, so your business always stays protected.



### AI-Powered Fraud Prevention

Call Shield identifies suspicious activity in real time. It analyses and extracts call metadata to detect instances of fraud, ensuring rapid response before the threat escalates.



### Customisable Workflows to Meet Your Needs

Every business has unique requirements, which is why our workflows are fully customizable. For example, you can choose to reroute suspicious calls to a designated team for further investigation, giving your business greater control over how you manage potential threats.

## Stay Ahead of Caller Fraud with Invosys

Without a robust solution in place, spam and fraudulent calls can jeopardise your operations, your customers, and your reputation. Fortunately, Call Shield's innovative, AI-driven technology and adaptable features can help protect your phone systems from even the most sophisticated attackers and secure critical data from potential exposure.