

BtL Call Logging – Fraud Prevention

Telephone fraud is becoming the largest source of fraud across the UK, costing UK companies on-estimate £5 billion a year and worldwide companies over £40 billion.

Most PBXs today are software driven and when not configured properly this can allow hackers to access the system remotely. Criminals can hack into business phone systems and use the lines to ring premium phone numbers, leaving the business liable for the call charges.

However, BtL can deliver a comprehensive monitoring and reporting solution – a flexible way to control voice costs and guard against the misuse and abuse of voice systems as it provides real-time monitoring of activities as well as 24x7 monitoring of a voice network's status.

A BtL fraud solution can provide three type of monitoring:

Call Monitors:

Display user-defined lists of calls in chronological order.

Alarms:

An alarm triggered by user-defined telephonic events, to provide you with instant notification of telecom usage that may adversely impact or effect the running of your voice systems.

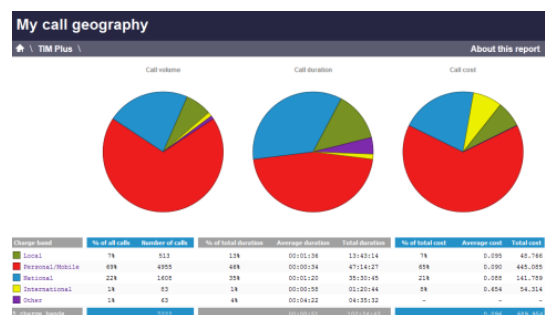
Threshold Alarms:

Allow set your own warning levels (60% - 90%) that trigger before the actual alarm level is breached.

Key Business Drivers

Traditionally, our call logging solution is to analyse historical call traffic, for example investigating calls made by individual departments at the end of each month. This means that businesses don't always have the immediate, hands-on control they need to manage their on-going communication costs.

SME's through to large multi-nationals across a wide range of vertical markets, including public sector, finance, professional services and manufacturing, appreciate the additional level of awareness provided by our fraud protection. By setting limits on costs for individuals, departments and cost centres, you can be notified as those limits are approached and if they are subsequently breached.



Overall Benefits

Control Costs and Usage:

Identify excessive personal telephone calls, set expected spends for individual carriers, monitor calls made outside normal business hours and monitor switches for no calls during a set period.

Improve Customer Service:

Set targets for key performance indicators, like time to answer and length of call and be informed about events such as long ring times and unanswered calls that adversely affect customer service levels.

Application Benefits

Sophisticated interface:

Web browser based, dashboard-style interface.

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Highly granular access policies:

Defined and limited by the system administrator, allowing secure access.

Compatible:

Suited to all traditional PBXs and VoIP telephony solutions.

Immediate warnings:

Proactive warning of potential fraud.

Efficient:

Manage potential fraud cases from detection through to notification of the correct authority.

Improved response time:

Improvement in operator and help desk response times through active monitoring.

Up-to-the-minute projections:

Provide up-to-the-minute projections to control costs and improve budgeting.

Monitoring:

Switches to confirm that they are functioning correctly, calls exceeding particular thresholds such as cost, duration and volume, control costs with up-to-the-minute billing projections.

Rapidly identify:

New patterns and refine fraud alerts.

Receive Notifications:

Notification of events via screen-pop, email or SNMP trap.

Can identify the following Fraud Activities:

Dial Through Fraud:

Call forwarding, voicemail and auto-attendant.

DISA:

Direct Inward System Access.

Network Breakout:

Trunk to Trunk calls.

Suspicious Activities:

Calls to the maintenance port and unexpected locations.

War Dialling:

Large numbers of short duration incoming calls

