

A powerful self-learning fraud and credit management solution. Detect incidents and protect from telecoms fraud before it happens.

## Real-Time Fraud and Credit Management

Tollring Protect mitigates call fraud on hosted voice and SIP trunking platforms. This scalable and easy to deploy carrier-grade solution is proven to offer comprehensive and intelligent real-time capability.

Call activity, trends, and changing call patterns are monitored. Every call passes through a rigorous process including checks against a risk register, fraud rules, historical trends, blacklisted destinations and credit limits. Notifications of fraud incidents are triggered as soon as a breach occurs, mitigating risk at the earliest opportunity.

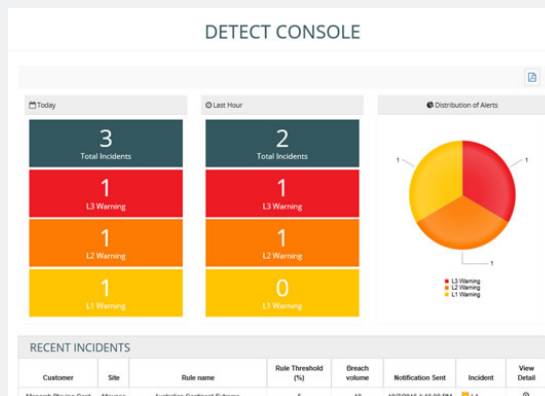
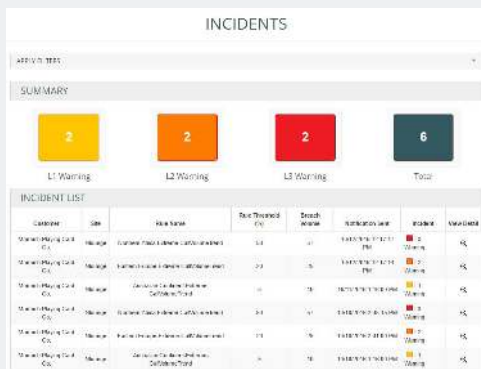
Tollring Protect can terminate a live call in progress and update the dial plan at site level to prevent further attempts.

Reseller access to Tollring Protect promotes collaboration with customers to set spend limits at site level, 'whitelist' customers to avoid auto-barring and change thresholds on fraud rules.

Comprehensive filterable audit reporting identifies changes across the application; including fraud rules, rule assignment, inventory, credit limits, logins and permissions.

## Benefits to Service Providers

- OSS agnostic solution; APIs into OSS / provisioning systems
- Seamless integration with leading hosted voice and SIP trunking services
- Automated real-time monitoring with predictive analysis of call activity to prevent fraud attacks
- Machine-learning to proactively protect against similar attacks
- Full audit trail capability
- Automatically end live calls and block destinations
- Reduce time spent on admin and dispute management
- Increase customer confidence, satisfaction, retention and loyalty throughout the channel
- Defend revenue and protect profit margins



Cost Factor Product 1  
Applied Value: 0

Contact No

L3 Email

Tollring Protect is a powerful self-learning fraud and credit management solution.

## Real-Time Fraud and Credit Management

- Easy to use, easy to deploy and fully scalable
- Permissions-based dashboard-driven interface
- Shipped with extensive database of known fraudulent and black-listed destinations
- Fully integrated with FRS Labs PRISM IRSF database
- Self-learns call patterns to recognise anomalies
- Alerts on percentage deviations in call patterns and trends
- Supports pre-defined or customised rules
- E-mail notifications to multiple contacts at the time of breach
- Calculates and alerts on expensive calls in real-time
- One click block/unblock feature
- Comprehensive audit capability

## Real-Time Reporting on Fraudulent Activity

- Fraud activity dashboard
- Total incidents and total Level 1 / Level 2 / Level 3 alerts for today and the last hour
- Recent incidents with details of the rule threshold and breach volume
- Highlight customers currently blocked following a Level 3 breach (call block)
- Customised reports on ongoing and historical events with drill-down capability

## Inventory Management

- Detailed inventory with bread crumb navigation
- Search, drill down and edit inventory details.
- Easily configure new resellers, customers and spend limits

## Multi-Tier Configuration of Rules and Rule Assignments

- Create, edit and assign fraud rules to trigger alerts.
- Supports white listed numbers that cannot be blocked or overridden
- Reseller access to self-provision customer spend/ credit limits, 'white list' customers and configure fraud rule thresholds.

Features in Detail	
Available as Cloud SaaS or in your datacentre	Multi-tier inventory with breadcrumb navigation
Protects hosted voice and SIP trunking services	Real-time monitoring of call type (area, premium rate, blacklisted), destination risk, duration and cost
Scales to many thousands of concurrent calls	Automated and manual updates of call destinations list
Real-time fraud detection, protection and credit management	Automated call trend analysis
Comprehensive audit capability; identify changes in fraud rules, rule assignment, inventory, credit limits, logins and permissions	Automated call blocking of fraudulent calls with dial plan update to prevent further incidents
Graphical dashboard of incident alerts, 'blocked' customers and critical warnings	Whitelist option at customer site level
Customised reporting on ongoing and historical incidents	SIP or CDR event monitoring
Fully integrated with FRS Labs PRISM IRSF database	Real-time dashboard notifications and e-mail alerts of rule threshold / credit limit breach (configured at rule and/or reseller level)
Pre-defined catalogue of fraud rules	Support for multiple rate / tariff cards
Multi-tier configuration of fraud rules and credit/spend limits (Super reseller, reseller, sub reseller, dealer, customer and site level)	Reseller access to set spend limits at site level, 'whitelist' customers to avoid auto-barring and change thresholds on fraud rules