

VOICE ANTIFRAUD SERVICE (TUKU FMS)

Peace of mind for your international voice business

Our Anti-Fraud Service allows to reduce voice potential by 95%



MARKET CONTEXT

Fraudsters are smart and agile, using new techniques all the time, so it is important to continually analyze and manage all potential fraud types and patterns.

TGS is fully committed to fighting fraud, with antifraud systems integrated into our network, at the core of our organization.

We have implemented mechanisms to prevent money reaching fraudulent sources in accordance with international standards and codes of conduct.

OUR PRODUCT

Our Anti-Fraud Service is an advanced antifraud solution that helps to identify and mitigate potential risk to your voice traffic from fraudulent activity.

An in-house solution, based on more than 30 years' experience, it is connected to the Telefónica Group's international voice network, detecting and blocking fraudulent traffic at carrier level.

Peace of mind for your international voice business

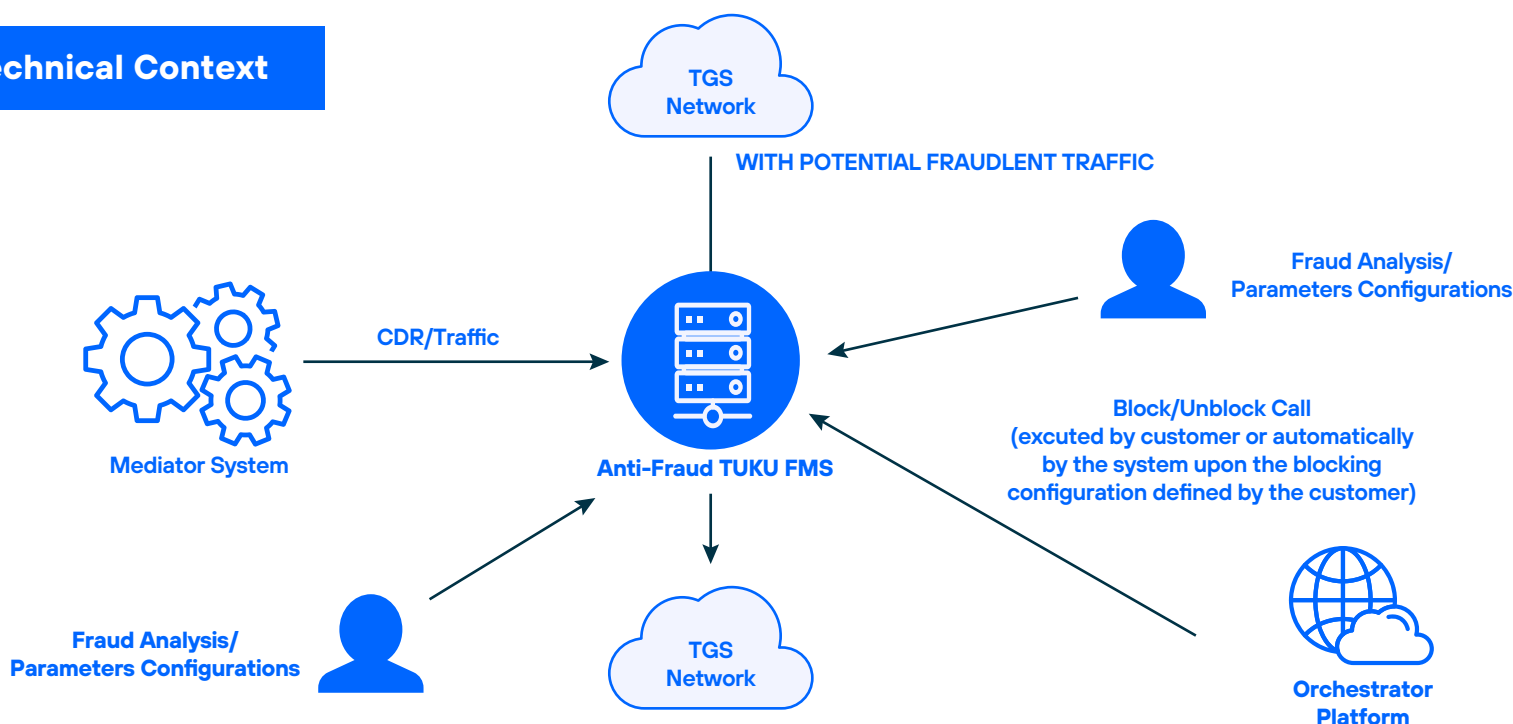
All the functionalities of a top-of-class service

- Alarms in WEB and by Mail with option to configure automatic blocking.
- Alarms generated based on **dynamic and configurable thresholds**. Fully customizable.
- Works with both **black and white lists** – Depth, Volume, Evolution, Groupings, Call Detail.
- Detailed Information (90 days); Consolidated and Alarms (2 Years).
- Types of Alarms:
 - By A number, By B number, By risk destination, Roaming, Wangiri, Robocall, Network threat, Volume per A number, Black list B and A numbers (6 Mill numbers lists)
- Incident Management (Alarms).
 - **Alarms** updated every 5 minutes, 24x7.
 - **Detail data:** alarm traffic by Day (24 h) or week, 2 Years Consolidated.
- **Statistics and Tickets Module** (assignment, tracking, closing, cataloging) and control panel evaluating the evolution of fraud attempts and support team.
- Configurable types of blocking:
 - Automatic (alarm) - Preventing blocking.
 - By confirmation (after alarma, customer decides whether or not to block).
 - By request.
 - Automatic unblocking.
- **Reports based on traffic behavior analysis**, by their volume, concentration, and evolution of calls.
- **Different types of commercial models** available to any type of usage.
- Applies **Big Data methodology** and combines relational and non-relational storage.
- **Incident and change requests** flow are the same known on TGS' SIP Trunk Service (by SMC).
- Possibility of applying bidirectional API's.

How does Anti-Fraud Service - TUKU (FMS) help?

- Automatically **calculates potential economic loss** on a daily basis.
- **WEB solution and non-intrusive**, totally integrated into our International Voice and SIP Trunk Networks and hosted in the Telefónica Cloud
- Our platform analyses anomalous behavior of customer's traffic by origin number and/or destination number.
- Detects extensive fraud types, from a single scan.
 - Each detection generates and sends alarms containing graphic information of the volume, evolution and dispersion in destination of the alarmed traffic calls.
 - Customers can monitor incoming /outcoming calls.
 - Customers can block/unblock a DDI or a range of DDI's.
- Works with answered and attempted calls.
- **Customizable** for your specific traffic profile, with the highest level of personalization.

Technical Context



Service architecture

