

Monitor, Predict and Decision Fraud across the organisation with Pindrop® Protect

Preventative and Real-Time fraud protection from Pindrop® Protect providing an omni-channel view of fraud across the entire enterprise.

ORGANISED CRIME RINGS ARE EXPANDING YOUR ATTACK SURFACE

Criminals have chosen the voice channel as the newest attack vector of choice, attacking IVRs and using the stolen information to socially engineer agents, and take over accounts across the enterprise.



Protect Can:

- **Monitor:** Get an unparalleled omni-channel view of fraud across the organisation from fraud attacks, account takeover, social engineering, account mining, phishing attacks, and even account reconnaissance
- **Predict:** Predict at-risk accounts based on individual calls and/or accounts where fraud is likely to occur next, even outside of the call centre
- **Decision:** Detect fraud attempts in real-time to support disposition, operational plans, and case management

Leveraging our deep experience in risk, fraud, and artificial intelligence, Pindrop has extended our patented Protect platform into the IVR creating a single cohesive platform that protects the end-to-end call experience and identifies high risk calls as well as accounts at risk across channels.

Protect for the Contact Centre

Provide Preventative and Real-Time fraud protection across the contact centre increasing the organisation's security posture and providing a cross channel view of fraud across the entire enterprise.

Protect can combine data streams from other channel's events to enhance accuracy and strengthen the analysis. While the solution is deployed in the contact centre, it protects against financial fraud across the organisation.

PROTECT FOR THE IVR

- Monitor inbound calls for suspicious phone numbers and which accounts they have accessed.
- Using Pindrop, enterprises can now determine which fraudsters are mining for data in the IVR, this allows enterprises to take action to proactively prevent fraud.
- Provides an instant call risk analysis for the full volume of calls to allow real time decisioning and custom routing.

FEATURES

Account Risk Score Multi-call risk analysis and account activity monitoring to identify compromised accounts and fraud clusters. Predict which accounts are like to experience an ATO event in the next 60 days enabling you to stop fraud before it occurs.

Call Risk Score Detects high risk IVR calls based on Pindrop's proprietary risks engines, Phoneprinting™ technology, Metadata analysis, Reputation from the Pindrop Intelligence Network, and custom route calls.

Cross Channel Intelligence Ability to consume multiple data streams and combine intelligence into additional account risk factors. Enhancing overall fraud detection across the organisation, expanding beyond the contact centre, allowing views of fraud activity across the organisation.

First Time Fraudster Protection Leveraging predictive ability as well as shared intelligence through the Pindrop Intelligence Network's Fraud Consortium, fraudsters attacking an organisation for the first time have an increased probability of detection.

PROTECT AT THE AGENT

- Get an instant risk score on every call allowing agents to know when to take action.
- Uses data collected in IVR, data collected on inbound calls accessing specific accounts, account activity for comprehensive fraud view.
- Full multi-factor analysis of the callers voice, device, and behaviour to catch fraud before it gets to the agent.

FEATURES

Call Risk Score Real-time alerting on social engineering and account takeover attempts relieving Agents of fraud detection responsibilities, and just focus on customer service.

Fraud Profiles Active repository of customer specific highly detailed fraudster profiles. Provides protection from repeat and systemic attacks.

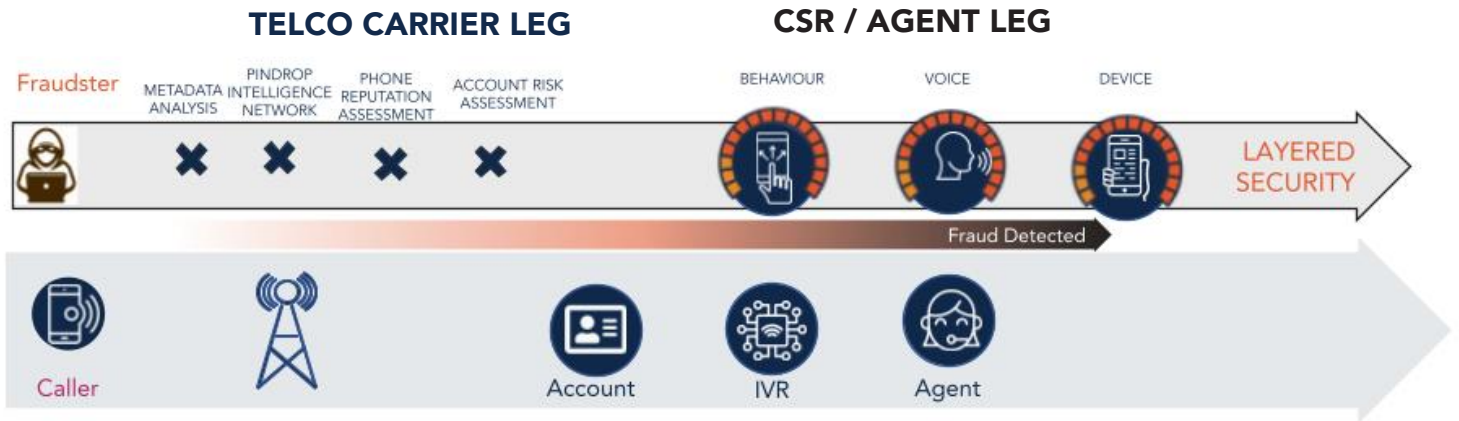
Fraud Case Manager Define and manage policies and customise risk thresholds. Enhances case processing efficiency up to 50% with ongoing monitoring and accuracy feedback.

Complete Call Lifecycle

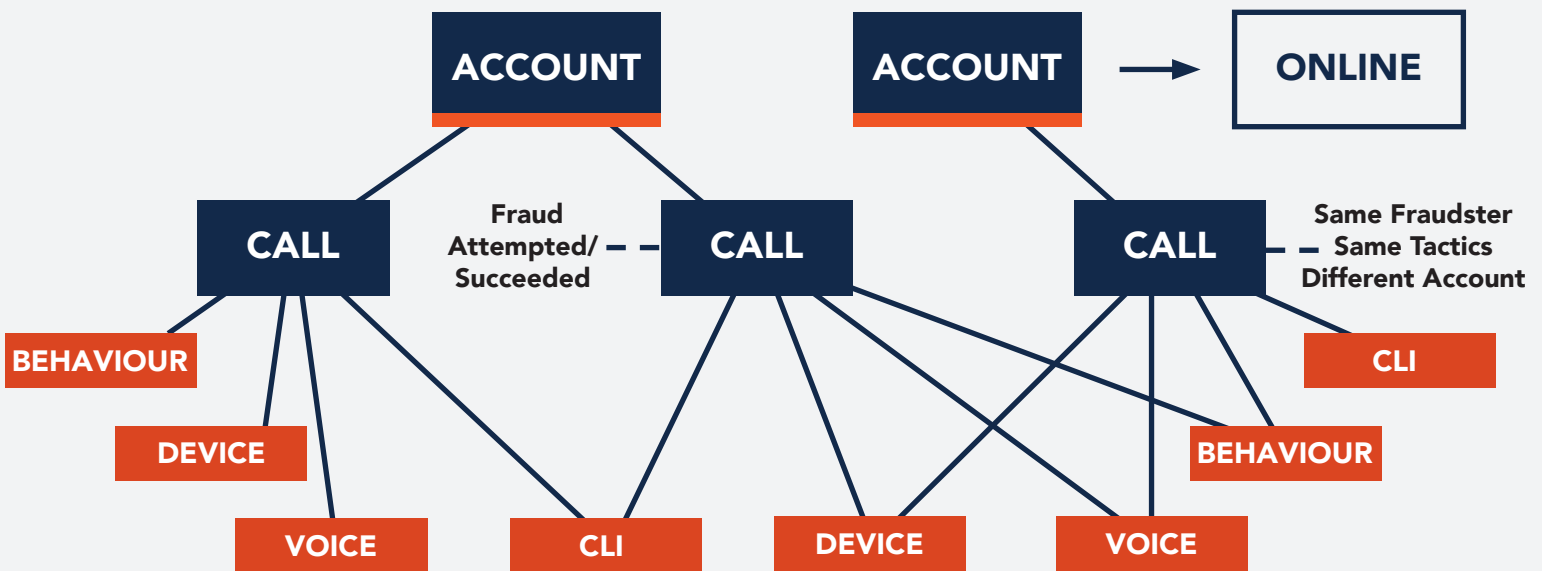
Leveraging Every Part of the Call
Across Every Leg of the Call



CALL RISK



ACCOUNT RISK

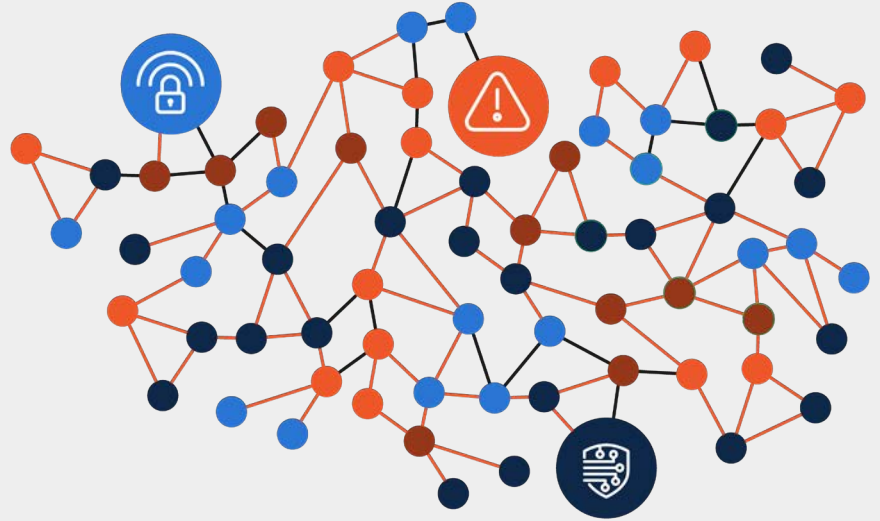


The complexity of analysing millions of calls, Pindrop does this at scale. Pindrop does this at scale

ENTERPRISE RISK

Pindrop® Trace technology

Siloed data leaves unfound clues that could have been used to stop fraud before it happens. Connect all of your data with Pindrop Trace. This patent-pending analytics engine powers Protect's account risk scoring, identifying the most complicated fraud scams, and predicting cross-channel fraud up to 60 days before it takes place.



PINDROP TECHNOLOGY ENGINES



DEVICE

Phoneprinting®

Analyses over 1,300 characteristics of a call's full audio to determine its risk and catch first time fraud calls



VOICE

Deep Voice™

Next-gen voice identification, optimized for noisy conditions, speaker aging, & multi-voice enrollment



METADATA

Network Analysis

Analyses CLI risk/velocity, account and carrier risk, smart white/blacklisting, phone number reputation



BEHAVIOUR

Heuristic Analysis

Non-monetary transactions, robotic dialing, keypress habits



CONNECTIONS

Pindrop® Trace

Graph analysis of relationships between activities, accounts, and calls across time

