

# Keep your call center protected and productive.

Fact sheet

## Verizon Voice Defense Professional Service

**Robocalls. Spoofers. Call pumping. Denial-of-service attacks on your telephony systems. The constant onslaught of threats can drain the productivity right out of your call center and impact your profitability. Plus, alongside the many advantages of modern converged networks, combined voice and data networks can make enterprise security even more challenging.**

Still, your business depends on maximizing your infrastructure, including your interactive voice response (IVR), while keeping call center agents productive. Reducing no-value calls and protecting your teams and customers from bad actors is one key factor.

### Voice Defense Professional Service

Verizon Voice Defense Professional Service protects your enterprise against telephony denial-of-service (TDoS) attacks and many other voice security threats. This includes arbitrage, PIN hacking, traffic pumping, spoofing, phishing, spamming, and even network, IVR and session border controller (SBC) issues that can impact the profitability of your company. Verizon Voice Defense Professional Service helps you protect against the loss of contact center resources, demands related to ransomware, social engineering, costs of toll fraud and call pumping, all of which can have a negative effect on your bottom line.

With Voice Defense Professional Service, you can monitor, analyze and understand your inbound telephony traffic and its origins, and take proactive steps to mitigate risks by blocking or redirecting calls before they disrupt your company's infrastructure. Setup is simple: With no customer premises equipment required, your enterprise can typically be provisioned and the solution implemented in just weeks.

Secure, reliable and flexible voice security services combine network intelligence and policy enforcement, empowering you to:

- Improve agent productivity by reducing no-value calls
- Reduce telecom infrastructure expense
- Protect against a range of attacks

- Detect anomalies and mitigate risks in real time
- Help reduce fraudulent activity

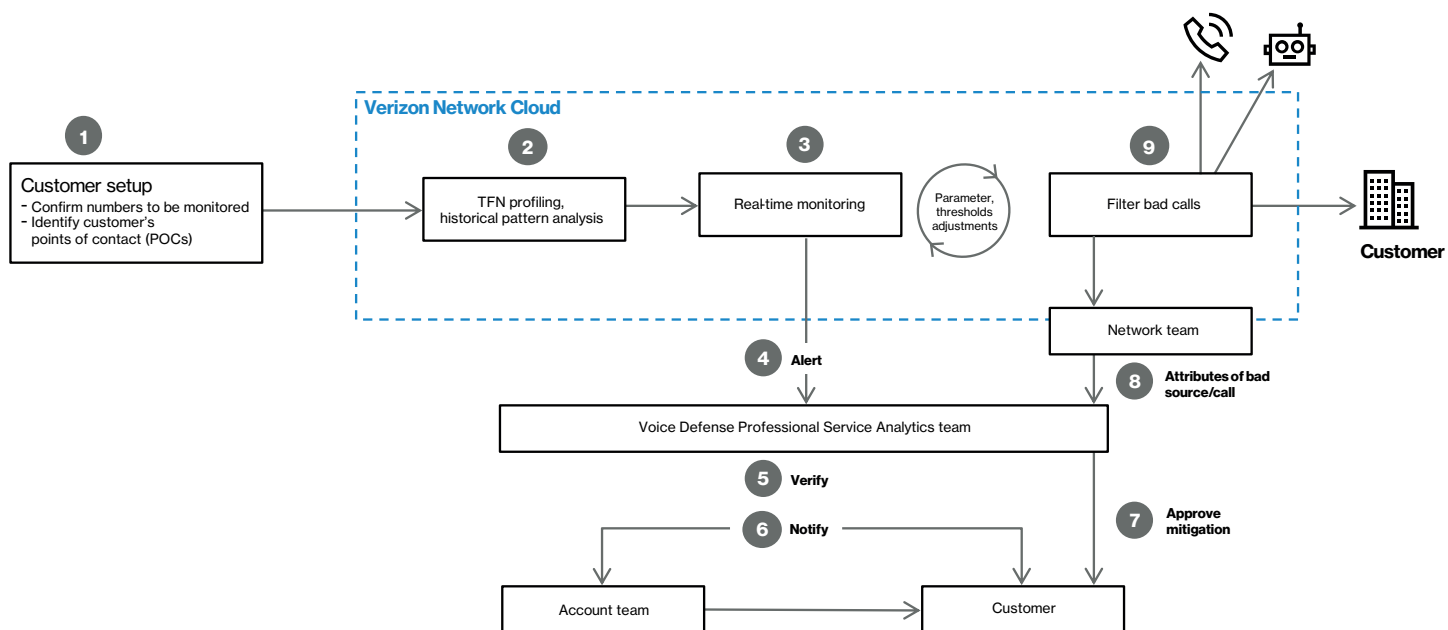
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### Voice Defense Professional Service is a full-service security solution that includes:

- **Setup.** Our Verizon Account and Voice Defense Professional Service teams work closely with you to establish the toll-free numbers (TFNs) that will be monitored, the expected business surge or impact days on each TFN per the function or purpose of the number, points of contact, (POCs) and level of notifications
- **TFN profiling.** Each number is modeled using historical data to determine normal/typical behavior in multiple dimensions, e.g., volume, duration and origination distributions
- **Real-time monitoring.** Alerts are generated when a TFN's traffic deviates from the normal or expected behavior (observed anomalies)
- **Verification and identification of the source(s).** The Voice Defense Professional Service Analytics team verifies the alert risk and isolates the "bad" sources(s), e.g., reseller, IP, origination number, etc.
- **Notification.** Your designated POCs are notified immediately upon verification with the identified sources to confirm mitigation strategy (per statement-of-work agreement)
- **In-network mitigation.** Upon approval, a message is sent to the network team to execute filters on the identified source(s) to stop the problem at the point of entry (ingress edge of the Verizon network)
- **Monthly reports.** Your TFN traffic patterns are illustrated in charts, with highlights of the interesting activity, actions taken over the month and recommendations

### With Verizon Voice Defense Professional Service, you're ready.

The strong defense you need to boost call center security and productivity.



**Why Verizon**

With Verizon’s best-in-class voice security solutions for the enterprise, you’re ready. By working with the largest toll-free provider in the nation and the operator of one of the world’s largest global IP networks, you can take advantage of proven security products and services to protect your most valuable assets.

Verizon Voice Defense Professional Service combines the ability to recognize anomalies or deviations from your prescribed historical baselines with visibility across the entire Verizon network infrastructure. This includes ingress from all carriers to identify network-level anomalies that could eventually impact your infrastructure. Plus, our deep expertise in machine learning, artificial intelligence (AI), data analytics, application optimization and more means you have the expert services and offerings you need to keep your network infrastructure protected. That’s the kind of service needed to keep your contact center running smoothly.

**Learn more:**

To learn how Verizon Voice Defense Professional Service can help protect your enterprise against threats, contact your Verizon business specialist or visit our website by [clicking here >](#)