Blacklist Identification

Formant Information Technologies

Voice Biometrics to Avoid Fraud

Blacklist Identification uses voice biometrics to instantly identify known scammers when they contact your call center. Just like a fingerprint left by a suspect at a crime scene, Blacklist Detection records fraudsters' voice recordings and uses them to protect you from potential crimes.

Detect Fraudsters Using Speech

With this system, fraud analysts can take samples of voices from fraudsters and add them to the blacklist. When the scammers call again, the software compares and matches the voices with the samples in the sound sample database. It marks those calls that are scored higher than the threshold score and identifies listed fraudsters by their voices.

Increase Security and Productivity

Blacklist Identification quickly and accurately identifies fraudsters, protecting your company, customers and data from potential fraud.

With high accuracy, Blacklist Identification reduces losses due to fraud and keeps your customers' data safe; this increases customer satisfaction. As your security is automatically improved, you reduce your team's workload and increase work efficiency.

Adaptive System

The adaptable system ensures that companies do not compromise customer satisfaction while increasing security by making adjustments in line according to their needs. Companies can determine how strict or flexible Black Listing will be in their analysis for identification. For example, if the system is adjusted to be more strict, possible leaks are minimized. This reduces the chances of the system not recognizing the fraud, but can cause false alarms such as a legitimate call being flagged as fraud. When the system is set to be more flexible, false alarms are minimized, but occasionally leaks may occur.

Language and Accent Independence

Blacklist Identification is independent of language or accent. The technology detects scammers regardless of the language, accent or speech content they use. This means that call centers can benefit from this technology regardless of the region in which they operate or the languages their customers speak.

Reporting Tool

Blacklist Identification offers a detailed reporting feature. Thus, it ensures that businesses stay up to date about their identity verification processes. The integration of technology with LDAP provides ease of access to the report interface and authorization.

Flexible Structure

Blacklist Identification can be easily integrated into many other systems thanks to its customizable API. Thus, companies can transform their existing platforms into high security systems. System supports all common operating systems thanks to the Simple Network Management Protocol.