

# Blacklist Identification

## Remain Vigilant Against Contact Center Fraud Via Voice

Sestek Blacklist Identification uses voice biometrics to instantly identify known fraudsters when they contact your call center. Just like how a suspect leaves identifying fingerprints at a crime scene, Blacklist Identification enrolls voiceprints of fraudsters which are used to protect you from potential crime.

### Accurately identify fraudsters by the sound of their voice

With Sestek Blacklist Identification, fraud analysts can use voice samples from fraudsters to add their voiceprints to the blacklist. When the fraudsters call again, the software will match their voice with its database of fraudster voiceprints. A score passing the system threshold indicates it has been successfully matched with a fraudster voice.

### Enjoy a safer, more efficient business

Sestek Blacklist Identification keeps your organization, customers and data safe from fraud with fast, accurate fraudster identification. Operating with high accuracy, Sestek Blacklist Identification reduces losses from frauds and keeps your customers' data safe—which in turn boosts customer satisfaction. Because security is improved automatically, you also reduce your team's workload and increase business efficiency.

#### FACTS TO KNOW

- 1 out of every 937 calls to a call center are by fraudsters. [according to 2017 call center fraud report]
- 41% of card issuers believe social engineering at call centers are a primary contributor of Account Takeover Fraud. [according to lexisnexis.com]

## Blacklist Identification Key Features

### Adjustable System

Organizations may freely choose how strict or relaxed they want Sestek Blacklist Identification to be. A more alert system will minimize misses (when the system fails to identify a fraudster) but may result in false alarms (when a legitimate call is marked as fraud). A more relaxed system will minimize false alarms but may result in occasional misses. Our adjustable system allows organizations to find the ratio that best works for them and their customers.

### Language and Accent Independency

Sestek Blacklist Identification isn't hampered by language barriers or accents: it detects fraudsters no matter the language, accent or speech content they use. This means call centers may use the technology no matter where they operate or what languages their customers speak.

### Reporting Tool

Sestek Blacklist Identification offers an in-depth reporting feature, so you can remain up-to-date on identity verification processes. By integrating with LDAP, you can easily login and authorize to access your reports.

### Flexible Structure

Sestek Blacklist Identification easily integrates into several other systems thanks to a customizable API. This allows you to enjoy heightened security with any of your existing platforms. Sestek Blacklist Identification supports all common operating systems thanks to Simple Network Management Protocol, ensuring all your systems remain safe from fraud.

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#### About Sestek

Sestek is a global technology company helping organizations with conversational Solutions to be data-driven, increase efficiency and deliver better experiences for their customers. Sestek's AI-powered solutions depend on text-to-speech, speech recognition, natural language processing and voice biometrics technologies.