

# FRAUD SCANNER

## Radically Rethink Fraud Detection

### PROTECT & DEFEND VOICE CHANNELS

LumenVox Fraud Scanner addresses the greatest threat to business growth globally, fraud. One research firm predicted cybercrime will be more profitable than the illegal drug trade by 2021[1]. This staggering statistic represents not only a dramatic increase in mitigation cost, but also fraudulent activity. Modern criminals are not just robbing the bank. They are focused on exploiting and profiting from the personal information of consumers for their own gain.

Fraud is prevalent. Fraud prevention is expensive. LumenVox Fraud Scanner is the solution, a cost-effective and easy-to-use voice biometrics tool which matches caller audio against known or suspected fraudster voiceprints.

#### DEPLOY QUICKLY AND EASILY

LumenVox Fraud Scanner requires almost no integration because it consumes audio after the call concludes. No other fraud strategy on the market is as easy to integrate into your workflow.

#### ARM FRAUD ANALYSTS

Fraud Scanner includes a web console for fraud analysts to build, run and manage various batch processes.

#### AUTOMATE FRAUDSTER IDENTIFICATION

Fraud analysts can compare a specified set of audio recordings against a single watchlist or multiple watchlists. These batch processes can occur in near real-time, either hourly or daily, depending on your requirements and abilities.

#### DIRECT INVESTIGATION

Once the batch processing is complete, a prioritized list of potential matches is provided. This tells fraud analysts exactly where to begin their investigation and ensures they are working on the highest priority cases.

#### GUARD AGAINST LOSS

Voice biometrics enables potential matches to be highlighted for human review, so fraud analysts can detect fraudulent activity in near real-time and protect the organization from incurring substantial losses.

### Key Benefits of LumenVox Fraud Scanner



#### IMPROVE FRAUD DETECTION RATE

Increase your Fraud team's ability to catch criminals in near real-time.



#### REDUCE COSTLY RISK

Cut both cost and effort with early fraud detection.



#### MITIGATE ACCOUNT TAKEOVERS

Increase the ability to mitigate account takeovers with advanced audio processing and analysis

## A GAME-CHANGING FRAUD SOLUTION

### One Step Ahead of Fraudsters

It only takes one criminal to bring down a brand. With the proliferation of personal information widely available, fraudsters are increasingly successful at manipulating agents to gain account access. Companies and their agents are most often unaware of these vulnerabilities until it's too late.

In fact, most account takeovers are not discovered until 9 months (or more) after fraud occurs. But fraudsters give businesses a chance: They make an average of 5 phone calls on each account before successfully removing money from an institution. That means businesses have 5 chances to catch, deter and thwart criminal activity.

With LumenVox Fraud Scanner, analysts can quickly identify malicious behavior on the highest-risk calls, saving valuable response time to mitigate fraud, reduce losses, protect customers along with the brand name itself.

LumenVox Fraud Scanner is both **cost-effective and quick to deploy, usually taking just 4 weeks from kickoff to go-live**. LumenVox Fraud Scanner dramatically reduces the risk of contact center fraud and keeps businesses one step ahead of the fraudsters.



#### ENROLLS VOICEPRINT

Of known or suspected fraudster's audio into a watchlist



#### COMPARE CALLER AUDIO

Against fraudster voiceprints on the watchlist and schedule batch processes so they execute automatically



#### TAG AUDIO

With associated criteria and notes



#### EXPEDITE REVIEW

With high-level, risk-based reports available to fraud analysts

[1] Cybercrime Damages \$6 trillion by 2021. Cybercrime Magazine, 2019 Cybersecurity Ventures <https://cybersecurityventures.com/hackerpocalypse-cybercrime-report-2016/>

***"...Fraud costs are increasing at a faster rate than fraud risk management spend. A radical rethink is required."***

David Hicks, Global Forensic Lead, KPMG International, KPMG Global Fraud Banking Survey, May 2019

#### WANT TO LEARN MORE? [WWW.LUMENVOX.COM](http://WWW.LUMENVOX.COM)

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