cdg elements
OSS/BSS Cloud Platform™

Fm
Fraud
Monitoring

Elements - Evolve
Fraud Monitoring

Identifying fraudent calls is critical. CDG’s Fraud Monitoring element can help you mine your warehoused data to detect and provide alerts about potential fraud, based on the rules you define.

OVERVIEW

Utilizing warehouse data, CDG’s Fraud Monitoring element can monitor usage for fraudulent patterns and patterns of interest, based on user defined rules, create logs of the calls that fit the criteria, and send email alerts to specific individuals about potential fraud.

When pre-defined conditions and thresholds are detected, fraud alerts are automatically sent to designated staff. Fraud logs of each fraud event are also created, allowing the customer to view and manage the details of each call that comprised the event. Detection can occur as quickly as one hour after the data has been received and processed, depending on how frequently the usage is transmitted to CDG.

In addition to fraud monitoring, other non-fraud type situations can also be monitored, such as providing warning alerts when a test call is made or sending alerts when calls are placed from or to specific numbers of interest. The system can provide alerts for any calls that meet the rules you have set up.

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FRAUD MONITORING FEATURES

FRAUD RULES

- Manage the factors used to evaluate and determine fraud alert triggers, such as detecting customers who exceed 500 international minutes per month.
- Define rules around to and from call numbers, call type, direction, line type, usage type, and other factors.
- Control which rules are active and suspended.

FRAUD LOGS

- View specific details related to a fraud event.
- Logs are created for each fraud event.
- Changing the log status and entering comments.
- Fraud logs and related call detail information is deleted when the log is Closed or Reported.
- Control how long fraud logs are retained.

FRAUD EXCLUSIONS

- Specify exclusions to the fraud rules.
- Exclude usage with specific numbers.
- Exclusions for all fraud rules, or specific rule IDs.