REDCOM PERSONALIZED CALL SCREENING

Eliminate robocalls and reduce annoyance calls

Customizable
Call handling choices can be configured in any order based on your subscriber's needs.

User-friendly interface
Easy-to-use IVR and web-based interfaces for maintaining subscriber screening preferences.

Reliable
Carrier-grade, high availability cluster with redundancy.

TNS Call Guardian integration
Delivers real-time network data analytics for accurately identifying robocalls and spoofing.

REDCOM Personalized Call Screening is an ultra flexible, highly customizable solution for screening incoming calls. Provide your subscribers with privacy by eliminating those annoying calls that use a computerized auto dialer to deliver pre-recorded messages (robocalls). Personalize the treatment for screened calls to ensure wanted calls are delivered, unwanted calls are not.
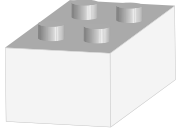
Service Provider input

Our solution empowers the Service Provider with the ability to take multiple call handling paths to identify and filter unwanted calls. The Service Provider can configure calls to be screened against subscriber-maintained lists, screened against Global lists, perform a simple human CAPTCHA test, record calling party greeting, or access TNS' Call Guardian, a real-time telephone number reputation analysis that provides the most accurate and timely detection of robocallers. This provides a meaningful solution to address multiple types of unwanted calls.

Subscriber input

Every subscriber has an associated white (allow) and black (deny) list they create and maintain. At any time, a full-featured IVR interface can be accessed which allows the subscriber to activate and deactivate call screening, manage both their white and black lists, and assign call treatments for unknown callers. From the web-based user interface subscribers can build their white list by importing their contacts from a Comma Separated Value list, as well as access the full functionality available from the IVR interface.

REDCOM®

A flexible approach

REDCOM offers the widest range of options to manage calls and protect your subscriber's privacy. Our robust call treatment options act like building blocks, offering flexible layers of call handling choices that can be configured based on your subscriber's needs. This approach enables service providers to put these call treatments together in any order.

White List/Allow – User-defined list of Calling IDs to always connect. These lists can be managed by the Service Provider on behalf of all subscribers using the PCS service (global white list), but can also be managed by the individual subscriber. A full web-based user portal is provided for the subscriber to manage their personal lists.
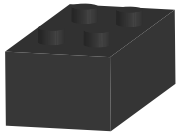
Black List/Deny – User-defined list of Calling IDs to always block (disconnect call and not ring through). These lists can be managed by the Service Provider on behalf of all subscribers using the PCS service (global black list), but can also be managed by the individual subscriber. A full web-based user portal is provided for the subscriber to manage their personal lists.
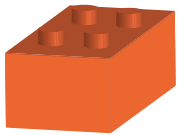
Audio CAPTCHA – An audio CAPTCHA is meant to provide a simple 'are you human' test. With the CAPTCHA, the caller is prompted to enter a randomly generated 4-8 digit sequence to authenticate that the caller is human.
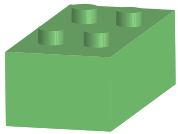
Recorded Greeting – Callers are prompted to record a greeting to be played to the called party prior to the call connecting. The called party will hear the recorded greeting and can then decide if the call is to be connected, blocked, or sent to Voicemail. Our solution captures the recorded greeting from the calling party as well as the called party's selection.
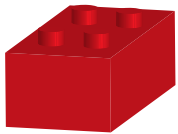
TNS Call Guardian – With TNS Call Guardian, calls are scored based on trusted analytics for the detection of call spoofing. TNS Call Guardian performs a real-time telephone number reputation analysis and call handling decisions are made based on a score, providing an accurate and timely detection of robocallers in the market.
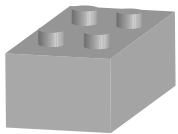
Voice Mail Option – Any calls that would be blocked based on any of the call treatments above could be configured on a per-subscriber basis to connect to Voicemail versus a simple disconnect.
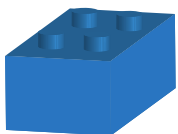
STIR/SHAKEN – Digital certificate system that leverages public key cryptography to verify that calling numbers are accurate and not spoofed.
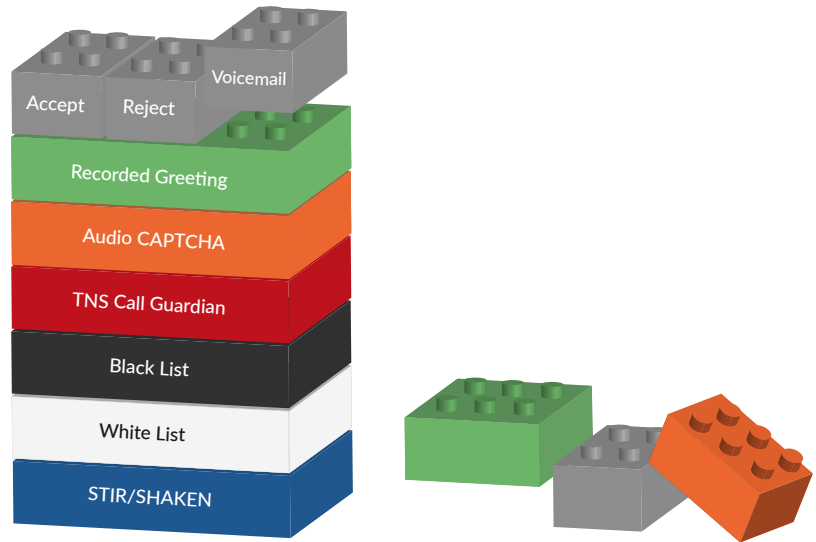
REDCOM®

The REDCOM Service Delivery Platform

REDCOM Personalized Call Screening is an application that resides on the REDCOM Application Server. Our application uses next generation network standards and a multi-service environment that can be deployed on industry-standard server hardware. The REDCOM Application Server's distributed processing and load balancing capability allows for rapid addition or modification of services with no interruption. The high availability features of the application server ensure that users always have access to their Personal Call Screening service.

Your complete voice service solution

REDCOM provides powerful service layer applications for VoIP, VoLTE, IMS and Converged IP/TDM networks that are flexible to meet the needs of any network and subscriber.

Our highly scalable software platform brings added value to service providers because of its proven ability to provide current services on legacy networks while simultaneously allowing for the rapid development of new services in evolving networks.

Accept | Reject | Voicemail
Recorded Greeting
Audio CAPTCHA
TNS Call Guardian
Black List
White List
STIR/SHAKEN

Contact Information

REDCOM Laboratories, Inc.
One REDCOM Center
Victor, NY 14564
585-924-6500
sales@redcom.com
www.redcom.com

Talk to the experts at REDCOM

REDCOM provides a full suite of solutions for service providers, all designed to be highly scalable and flexible. REDCOM's powerful, self-contained switching systems allow carriers to significantly cut CapEx, while our Service Layer solutions improve carrier efficiency and empower revenue growth. Contact a REDCOM solution advisor today to learn more about how we can help you evolve your network.

REDCOM®

20190723