

8 Benefits of ChorusCX Call Shield

As protecting sensitive information becomes increasingly vital, ensuring the safety of your business and customers is essential. ChorusCX Call Shield enhances your security by identifying suspicious calls and activities, protecting both your organisation and its clients. Continue reading to learn more about the benefits of Call Shield.

Protection for Several Fraud Categories

Call Shield adds an essential layer of protection and robust defence from fraudulent calls across multiple fraud categories, stopping potential threats in real-time.

Immediate Call Source Identification

Utilising advanced data analysis technology, Call Shield quickly identifies the source of suspicious calls, enabling you to take prompt action, minimising potential risks to your business, and enhancing overall security.

Data Protection

Our solution safeguards your sensitive information and reduces security risks. By using Call Shield, you strengthen your defences against data breaches and help keep your business operations secure.

Diverse Decision Making

With Call Shield, you can choose various actions based on the nature of each alert. This flexibility allows you to tailor your response strategy, ensuring that you can most effectively address different types of threats.

Comprehensive Coverage

Our solution offers extensive protection against numerous fraudulent call types, including spoofing, persistent callers, malicious entities, cases of misrepresentation, and more.

Auto-Attendant Protection

Call Shield offers specialised protection for self-service systems, automatically identifying and removing potential threats. This proactive approach ensures that your customers can navigate these platforms safely.

Increased Productivity

By filtering out fraudulent calls, Call Shield allows your agents to focus their time and efforts on legitimate callers. This not only enhances customer service but also increases overall productivity within your team.

Continuous Improvement

Call Shield leverages AI and machine learning to constantly improve its detection abilities. This ongoing enhancement helps ensure your protection adapts to new threats, keeping your business secure.

