Spoof Protection can help your contact center restore trust in voice calling, visit our website.

Examples of Call Spoofing

A caller says you won a prize, but a small upfront fee must be paid to claim it.

A fraudster claims there is a problem with your account, claiming there's an issue with your account, and needs personal information, such as your social security number, to ensure certain updates, appointment confirmations, payment alerts, membership renewals and even sales or product add-on opportunities. TNS Enterprise Authentication and Spoof Protection can help solve many of those problems.

Spoofing is when a caller deliberately falsifies the information shown on your caller ID display to disguise their identity. It's important to note that caller ID is the responsibility of the number making the call, not the number receiving it.

What Is Spoofing?

The Value of Trust and CX

Customers trust calls and so are ready to engage, improving conversion rates and call durations. Improves the customer experience and builds trust, which can improve trust and customer loyalty.

By eliminating call spoofing, you not only reduce fraud but give customers a better caller experience, which can improve trust and customer loyalty.

The Benefits of TNS Enterprise Authentication and Spoof Protection

The Importance of Customer and Brand Protection

TNS has more than 36 years of experience in call identification and has facilitated millions of brand calls across major wireless carriers.

To learn more about how TNS Enterprise Authentication and Spoof Protection can help your contact center increase trust, visit our website.