TNS Inbound Authentication

Authenticate All Your Inbound Calls With Our Complete Call Trust Solution That's Smart, Efficient and Affordable.

Inbound calls to your agents have a critical need to be verified and authenticated. However, with knowledge-based authentication (KBA) security questions, agents are forced to be security interrogators instead of consultative support specialists. Their time is wasted. Customers are frustrated. And, because KBA is increasingly ineffective, your contact center remains vulnerable to attacks and fraud anyway. TNS Inbound Authentication is the solution, designed for enterprises with high inbound call volumes. This orchestration-based service verifies inbound calls using metadata and real-time scoring. It's ideal for any industry with high inbound call volume and call center operations, but especially finance, insurance, telecom, healthcare, retail, hospitality and government.

TNS Inbound Authentication has your outbound calls covered as well. It helps ensure all outbound calls are spoof-free, increasing your call answer rates while protecting your corporate calling numbers and reputation.

- Helps detect and filter suspicious voice traffic.

- Supports faster, frictionless authentication.

- Analyzes every inbound call in real time.

- Reduces handle time by verifying callers passively.

- Blocks deepfake voices, spoofed numbers, spam and unwanted robocalls before they connect.

- Helps protect outbound call identity and brand reputation.

Features

Analyzes thousands of call details, along with real-time carrier network metadata, to block spam and robocalls.

Uses metadata and behavioral analytics to evaluate caller legitimacy without disrupting legitimate interactions.

Enables flexible rules to block, redirect or flag calls based on enterprise preferences and risk levels.

Provides multifactor authentication to verify your most at-risk calls.

Authenticates each call at its lowest possible price, maximizing contact center savings.

Protects US wireless subscribers through APIs with industry-leading robocall protection vendors.

Delivers branded outbound calls with trust certifications for call recipient trust.

Benefits

⌂ Can lower your contact center costs by **20%**.

🤝 Improves customer experiences and restores trust.

⏱ Can reduce average CX calls by **30 seconds**.

📈 Increases call answer rates.

🛡 Eliminates tedious and costly security interrogations.

✕ Removes the need for knowledge-based authentication.

⚙ Increases contact center productivity and security productivity.

✓ Secures enterprise phone numbers to prevent spoofing and maintain trust across outbound communications.

A Trusted Partner

TNS combines decades of experience in call security with a future-focused approach to voice protection.
Our solutions evolve with the threat landscape, helping enterprises stay ahead of robocalls, deepfakes and voice fraud.
With a team of experts behind every deployment, TNS enables organizations to reduce risk, streamline operations and maintain trust across every customer conversation.

Find out how TNS can help you with a wide range of telecom solutions:

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