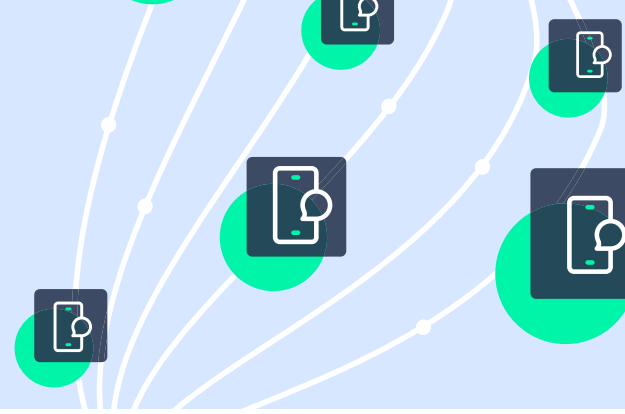


Keep lines clear

Protect your phone transactions from fraud



Phone orders are difficult to secure, making them a popular avenue for fraud. Call center security measures can be irritating to real customers, and ineffective at blocking fraudsters. Forter has the solution.

The challenge of phone fraud

- **Lost sales due to lack of data:** Transactions placed over the phone lack key insight and data points, such as device and behavioral data needed to effectively evaluate for fraud. This may result in false declines of legitimate customers.
- **Poor customer experience:** Common protection measures such as blanket security questions can insult valued customers, introduce friction, and hurt your brand reputation.
- **High operational overhead:** Training your staff to criminally profile over the phone is difficult and time consuming. Even when properly trained, performing fraud evaluations during live calls is inaccurate due to the lack of data and fraud expertise.

Forter Phone Protection

Forter provides real-time, automated protection for phone orders so you can offer omnichannel services to support your customers' preferred transaction methods and grow your business.



“

BIKEBANDIT

“Once we protected our online sales, we saw fraudsters shift to try and push fraudulent orders through over the phone with our sales team. Having Forter’s phone solution in place was key to mitigating against this and has had a tremendous impact on our business.”

Miguel Valenzuela, CMO

Core capabilities



Accurate, identity-based decisions. Make instant, automatic decisions by leveraging a robust understanding of customer digital identities, including device and behavioral data.



Seamless customer experiences. Identify and approve legitimate customers in under a second through Forter’s global network recognizing over 800 million identities. Only request additional verification when absolutely necessary with a one-step, easy-access link via email or SMS.



Full chargeback guarantee. Grow your business risk free, as any phone transaction approved by Forter can be covered through a chargeback guarantee.



Real-time feedback in the Decision Dashboard. Call center representatives can see Forter decisions during live phone calls, and when needed, provide feedback directly in the dashboard to generate a new decision in under a second.



Request a Live Demo