



COMBATING SPAM CALLS

When your practice relies on the phone for new revenue, it's crucial you answer every call. Because of this, spam is much more of a disruptive issue when it comes to business lines, rather than personal lines. **Call Box understands the frustration of receiving spam calls and works on behalf of clients to block, reduce, and stop spam.**



Call Box actively blocks spam calls before they ring at your practice, saving you time and money.

There are a number of red flags Call Box monitors in order to protect clients from spam. Call Box's proprietary algorithm looks at thousands of data points, including:

- **Call Origin:** Was the call not placed by the client as an outgoing call?
- **Call Time:** Did the call come in between the hours of 10 p.m. and 7 a.m.?
- **Call Number:** Was the caller previously identified and marked as spam?
- **Proximity of Calls:** Did a suspicious number of calls happen in a short amount of time?
- **Repeated Attempts from Caller:** Did the caller make a suspicious number of calls to business lines?
- **Attempted Termination Area:** Did the call originate from across state lines?



Call Box utilizes phone bridges to stop robo-dials from reaching your employees.

Protective phone bridges and IVRs are intelligently employed against suspicious numbers and activity, while not hampering legitimate phone traffic.

Additionally, Call Box detects new fraudulent numbers and spam patterns, adding known spam numbers to a blacklist completely blocking them from client lines.



Call Box also employs a set of best practices to ensure clients are well-protected from spam.

Call Box never recycles deactivated tracking lines and incubates all lines for 45 days before releasing them for use.



Call Box is a trusted partner of the FBI and FCC on matters involving telephony violations.

Due to the size of Call Box's dataset and intelligence from the spam detection algorithm, Call Box works to proactively stop spam on a larger scale by advising the FBI, FCC, and national-level agencies on spam patterns and deterrence.

INTERESTED IN LEARNING MORE ABOUT HOW CALL BOX CAN STOP SPAM AT YOUR PRACTICE?

Contact the Call Box team at 833-302-0742.