

ASSERTION[®]
a voice security company

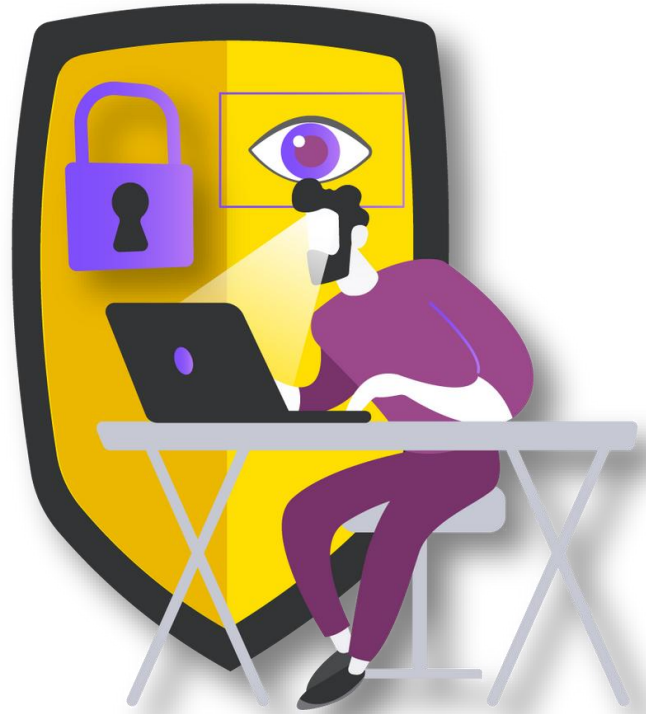
Solutions Portfolio

Assertion is a voice security company that brings trust to the voice channel by eliminating cyberattacks on the voice infrastructure, eliminating scam and identity theft.

October 2025

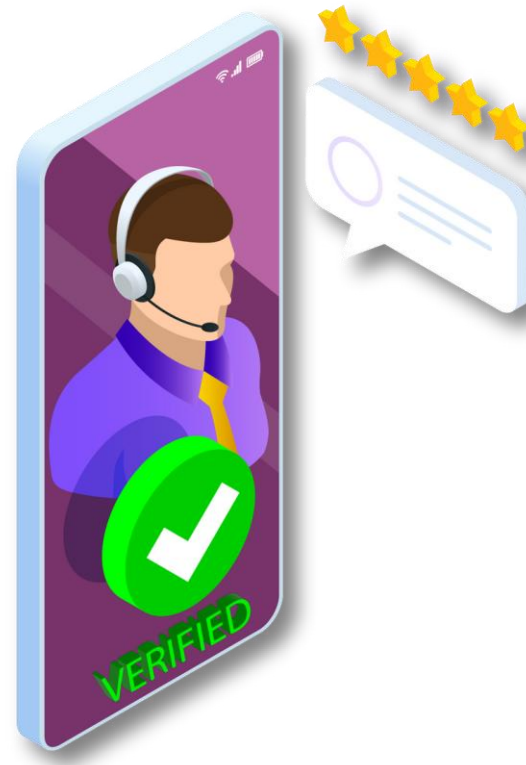


Features & Benefits



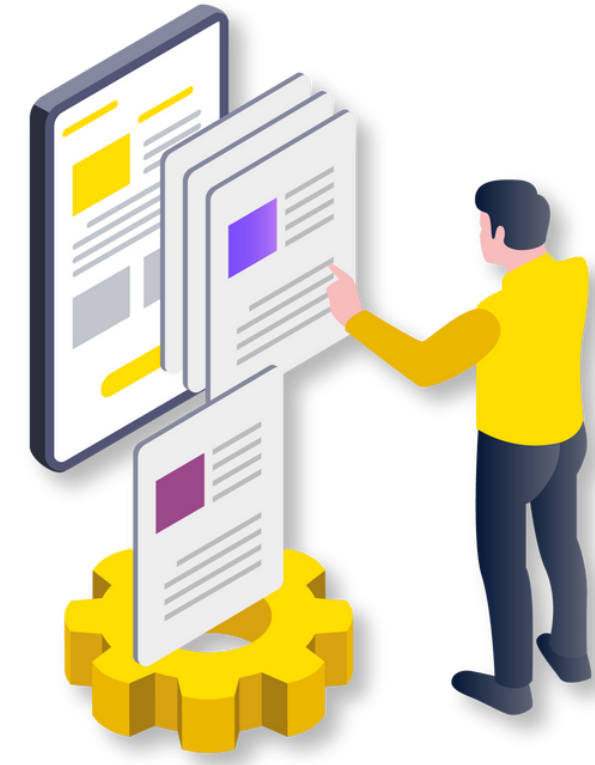
Secure Voice

- Secure SIP remote worker
- Eliminate Scam and Robocalls
- Special treatment for VIP calls
- Enforce OFAC, DNC, and geo-fencing
- Local ANI on outbound calls
- Enforce outbound calling restrictions



Identity Assurance

- Get 50% more connects on outbound calls
- Smart Call branding via Enterprise App
- Pre call intent notification before call launch
- Personalized branding with call purpose
- In call validation of caller identity
- Post call customer feedback
- Missed call notification for lead recovery



Smart Logging

- Agent-less log collection
- Analyze logs in near real time ~5m
- Detect and alert before issue escalates
- 1-click access to logs from error
- Detect loss of call recording
- Raise an event on any ticketing system
- AI Powered PII Masking & Log Insights

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Secure Voice

Protect your enterprise from scam, robocalls , toll fraud and cyber attacks through AI based Call & Registration screening in real-time.

Integrate using standard SIP with the SBCs off-the-shelf. Single point of connection to the voice ecosystem. Built in fail-back ensures that even if Secure Voice fails no calls will be disrupted.



OpenAI's Sam Altman Warns of AI Voice Fraud Crisis

July 22, 2025



OpenAI CEO Sam Altman warned the financial industry of a “significant impending fraud crisis” because of the ability of artificial intelligence tools to impersonate a person's voice to bypass security checks and move money. In a meeting with Federal Reserve, July 22, 2025

https://www.wfmz.com/business/openais-sam-altman-warns-of-ai-voice-fraud-crisis-in-banking/article_e802a003-dca4-5e06-bbff-90efbc169cb6.html

Attacks are real and so are attackers



The Solution

Secure Voice AI Shield

Enterprise Voice Systems



Screen all incoming & outgoing calls



Detect anomalies and custom parameters with AI

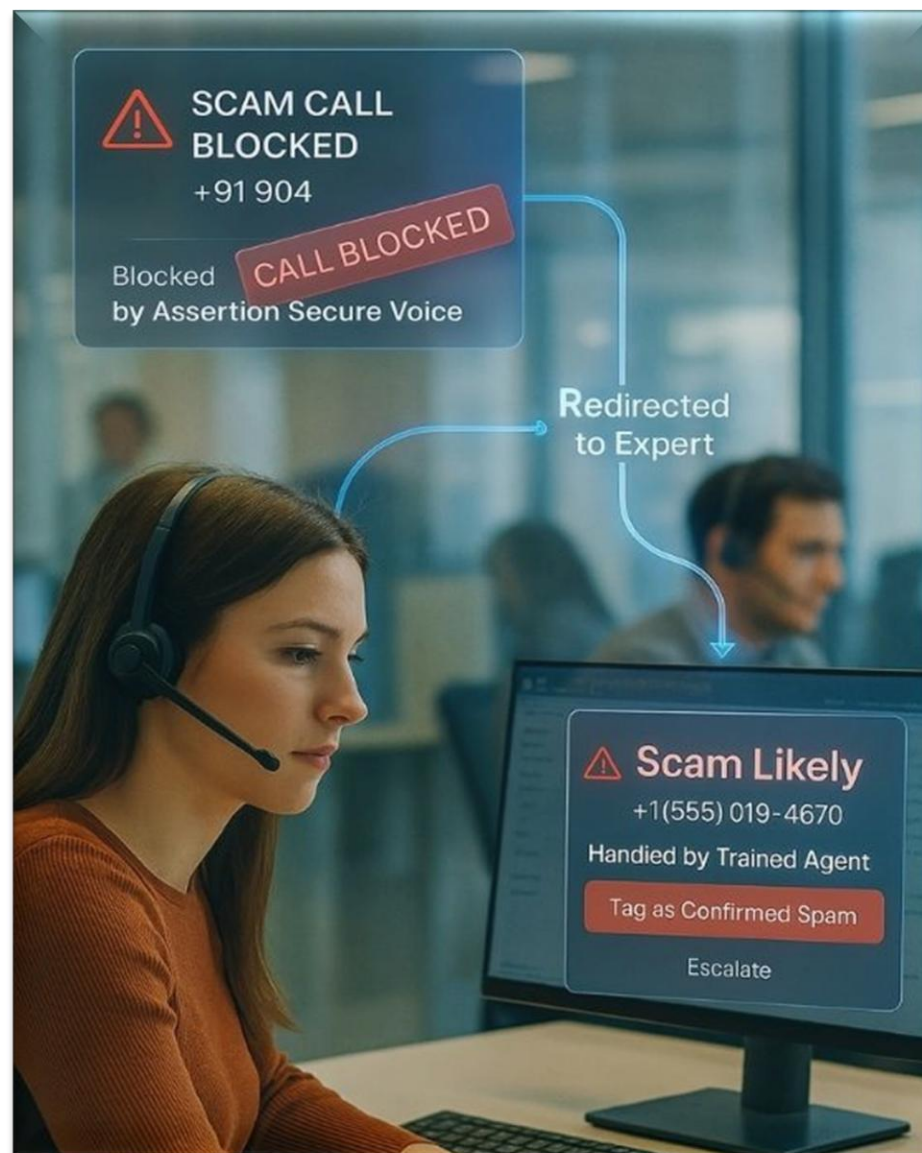


Block Bad Calls. **Redirect** VIP or Suspicious Calls to trained agents

Secure Voice Provides Real-Time Security

Scam / Spam / Robo Call

76% of enterprises lack sufficient voice fraud protection. Can we afford to lose to AI-bots?



Detect up to 99% of scam/spam calls using AI to tag & redirect them or block them completely to reduce risk of fraud.

TDoS Attacks

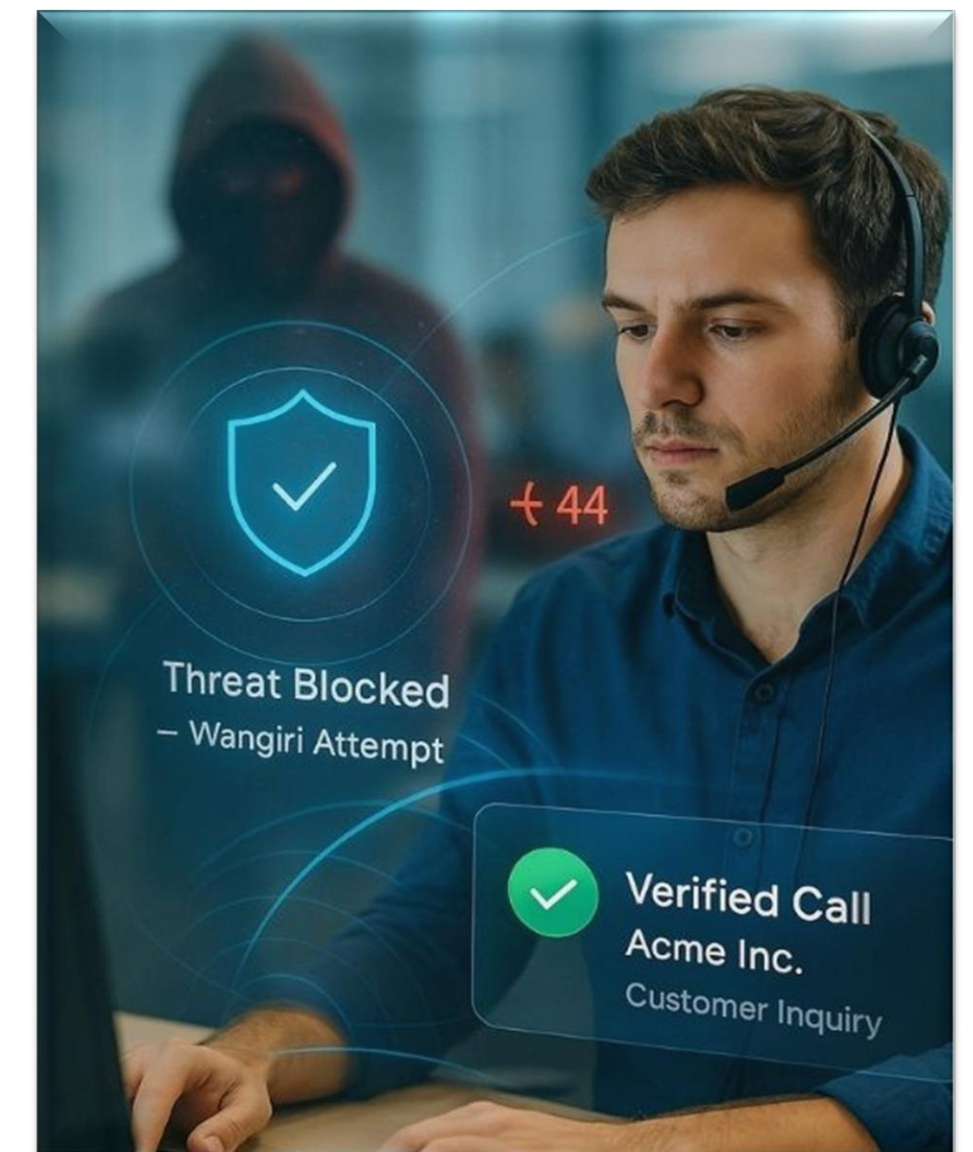
TDoS causes call spike that can choke your call center resulting in genuine caller drop.



AI determines dynamic thresholds based on call patterns and blocks up to 95% of single source and distributed TDoS attacks.

Wangiri / Toll Fraud

Toll fraud or IRSF losses have grown to \$10.76 Bn now. IRSF is a major source of terror funding.



Reduced risk of Wangiri and IRSF by up to 99% by preventing calls from and to premium rate numbers worldwide.

Healthcare Specific Features

Ensure a CMS 5-star Rating

CMS auditors' mystery shop to rate customer experience, a 1 in 3 weightage determining the rating.



Assertion AI detects the auditor's call and notifies the agent via IM. So that agent provides great customer service, earning kudos from the mystery shopper.

Detect & Report Patient Room Spam with Ease

Spam and robocalls target hospital switchboards and patient rooms with fraudulent pitches or alerts.



Assertion detects spam & let's hospital choose to block, redirect or flag these calls. Calls can be reported by dialing a predestined number over an IVR to help nurses focus on their jobs

Block Calls from Familiar or Spoofed Numbers

Customers & Staff usually mistake calls that look familiar to the business they deal with and give out sensitive info

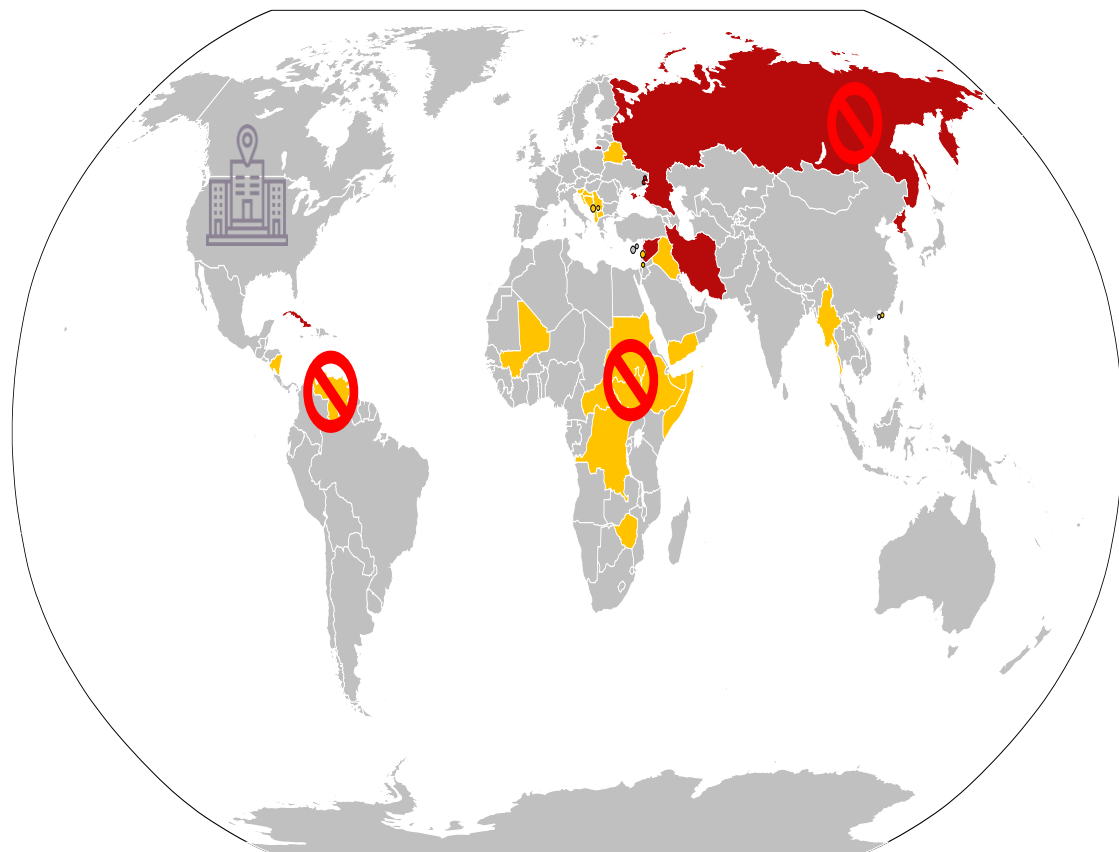


Assertion screens calls in real-time, analyzing calling patterns to detect abnormal activity, and flag or block suspicious calls and identifies calls from numbers that resemble the internal range

Call Screening Features

OFAC, Geo-fencing and DNC Enforcement

No central place to enforce OFAC, Geo-fencing and DNC rules across complex setup. No alerts on call attempts.



Strict enforcement of call blocking rules eliminates risk of non-compliance by up to 99%. Single point of enforcement and reporting.

Enable Stronger Security with Voice Captcha

Spam and robocalls target businesses and take up most of their productive hours.



Assertion's AI detects Robo callers and sends them to an IVR with a challenge to complete ensuring that your staff takes real human calls only.

Block Known Scammers & Attacks

Scam, TDoS, Toll Fraud or Spam are developing daily and new actors keep getting added to the list



Assertion's AI, Crowdsourced Data and Trusted 3rd Party Databases block attacks before they reach you! Giving you Zero Day Security from Known Attackers

How Assertion Secure Voice is better than competition?

AI Enabled Call Screening

- Use 12 different AI algorithms to screen and block or tag robocalls, scam and other voice threats.
- Self-learning AI models minimize error rate over time.

Voice CAPTCHA

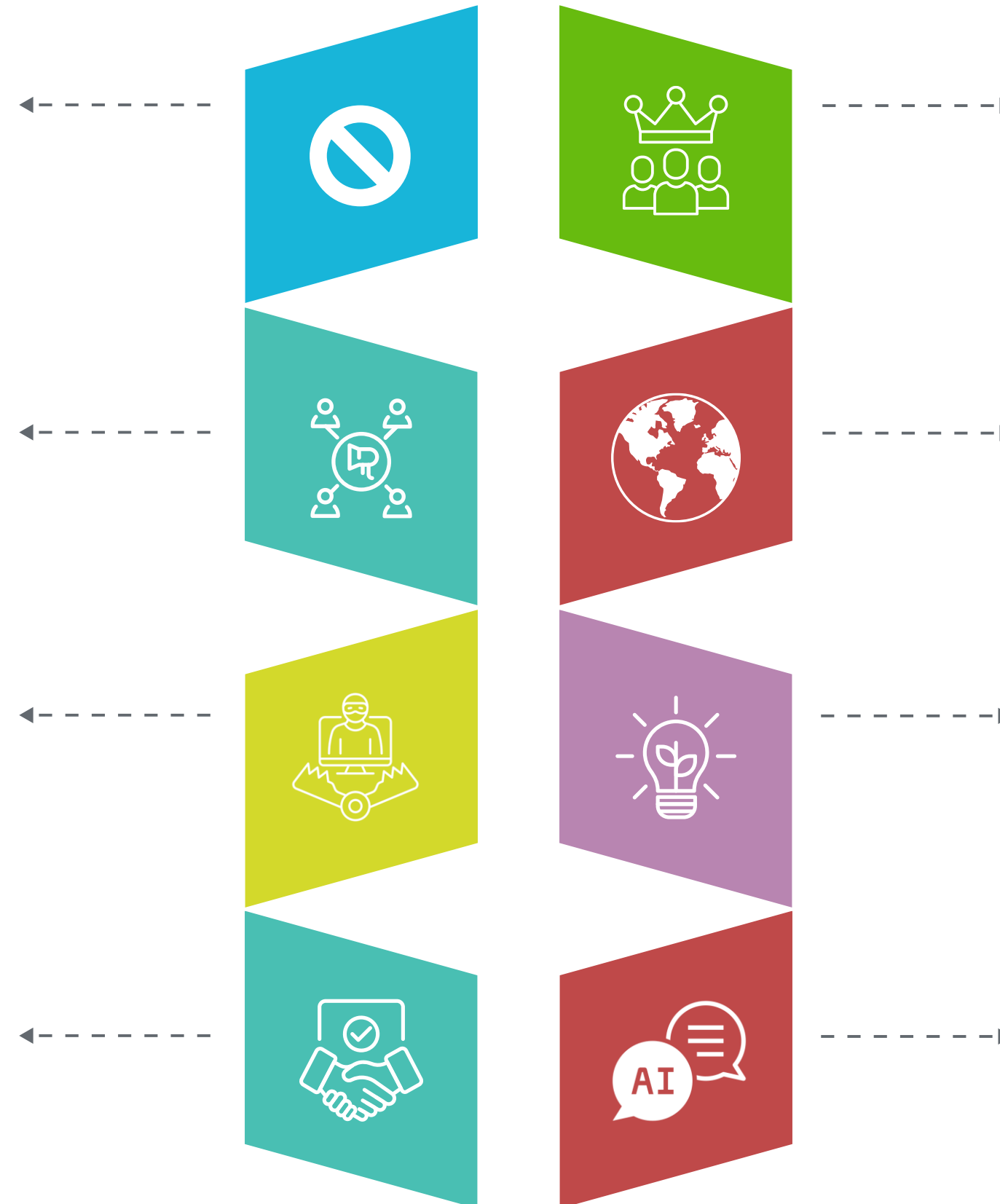
- Second level filter to screen suspicious or first-seen callers.
- Uses dynamic CAPTCHA patterns to ensure maximum efficiency.

Honey Pot

- Traps attackers to learn from them, constantly improving the AI algorithms.
- Human review of these recordings to fine tune the call screening AI.

Compliance Enforcement

- Enforce Block list, OFAC, & Geo-fencing rules on inbound and outbound calls.
- Adhere to local and global rules to avoid costly regulatory penalties.



Healthcare Proven

- Stop Robo & predatory calls to patient rooms
- Call to report spam for improved UX from patient room & nursing station.
- Detect & prioritize call from CMS auditors to help improve CMS STAR rating.

Remote Worker SBC Security

- Automatically detect & block attacks on the remote worker SBCs.
- Prevents disruption, overload, and data leakage.

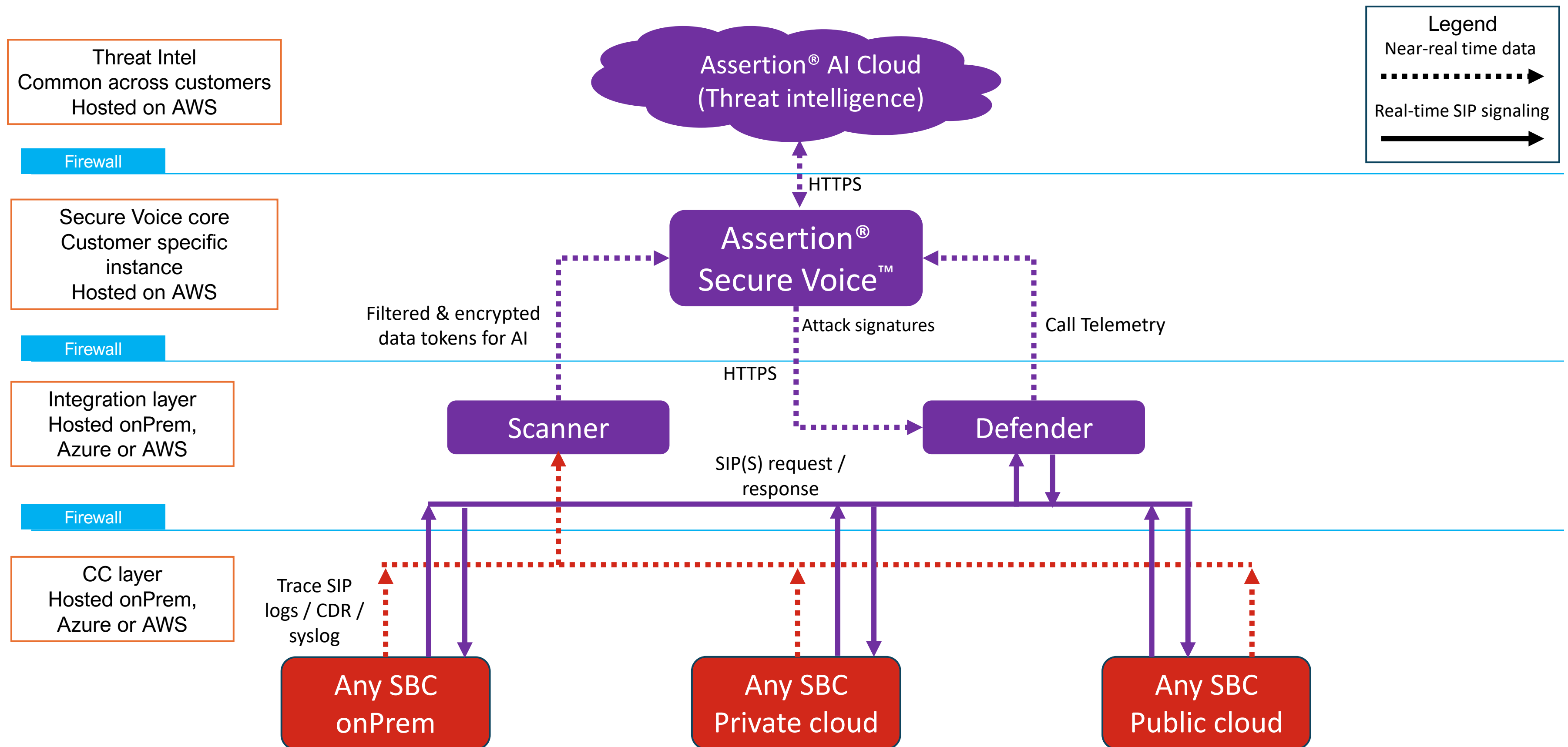
Take custom action using Agentic AI

- Use AI agents to respond to threats when certain criteria is met.
- Model business rules into workflows within minutes!

Traffic Visibility with AI Chat

- Complete traffic visibility with threshold-based alerting at individual trunk level.
- Chat with the system to get insights on traffic, incidents and more.

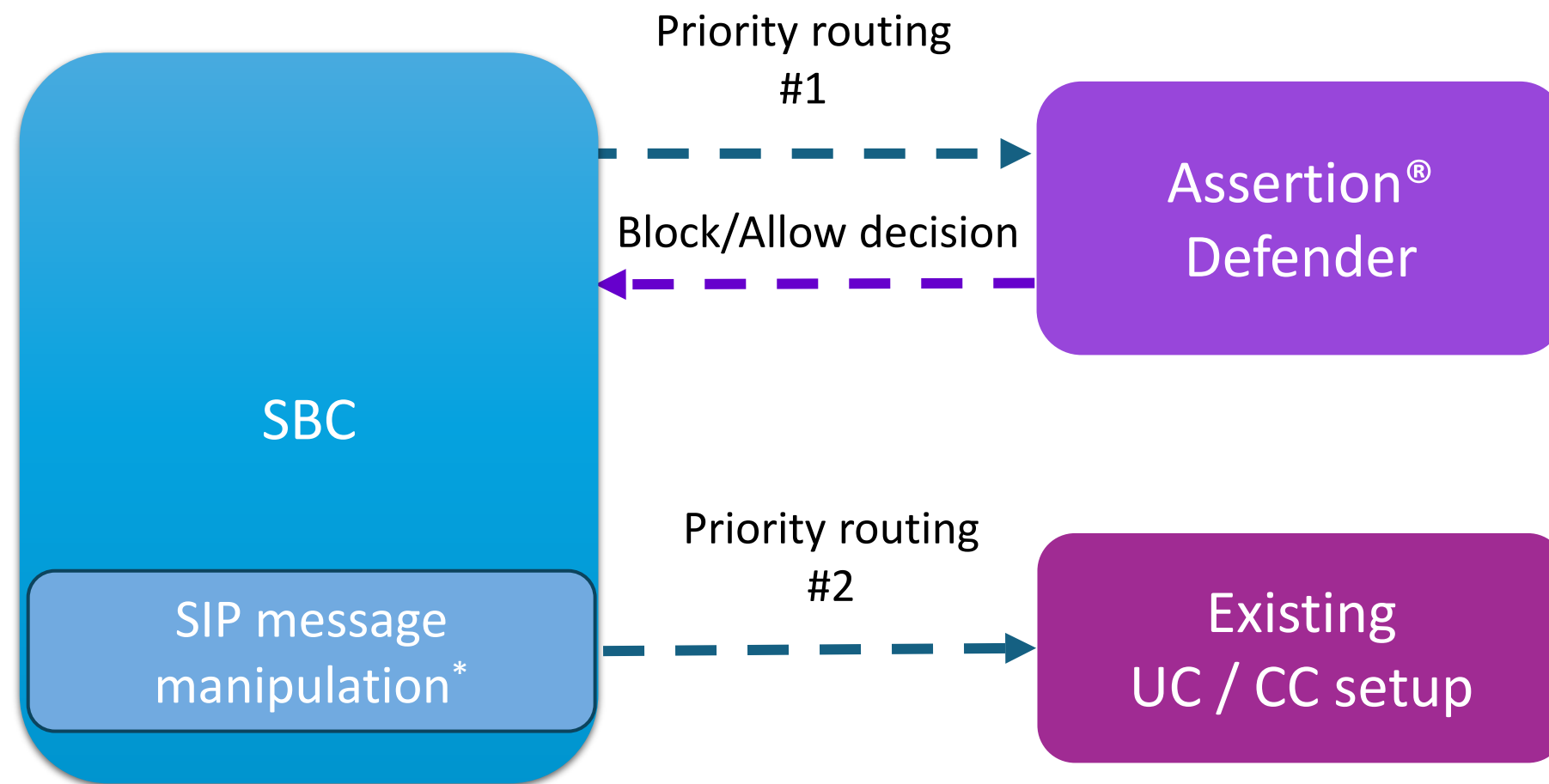
Architecture - Remote worker security & Call screening for transformation customers



Defender is consulted during call setup and allows / redirects / blocks calls. It is not on signaling path of connected calls and is never in the media path.

SIP call flow

Add Defender as the first routing point on all internal routes, pushing down the priority of existing destinations.



SIP message manipulation rule is done to update the display that is presented to the endpoint. This is done based on the call reputation.

Defender response codes:

502 For allowed calls, Defender uses the failover routing capability of the SBC to move the call to the next hop (UC / CC setup).

302 For calls that need to be flagged, Defender uses the 302 handling capability of the SBC to move the call to the next hop (UC / CC setup).

603 For calls that need to be blocked, Defender returns 603 so that SBC can reject the call.

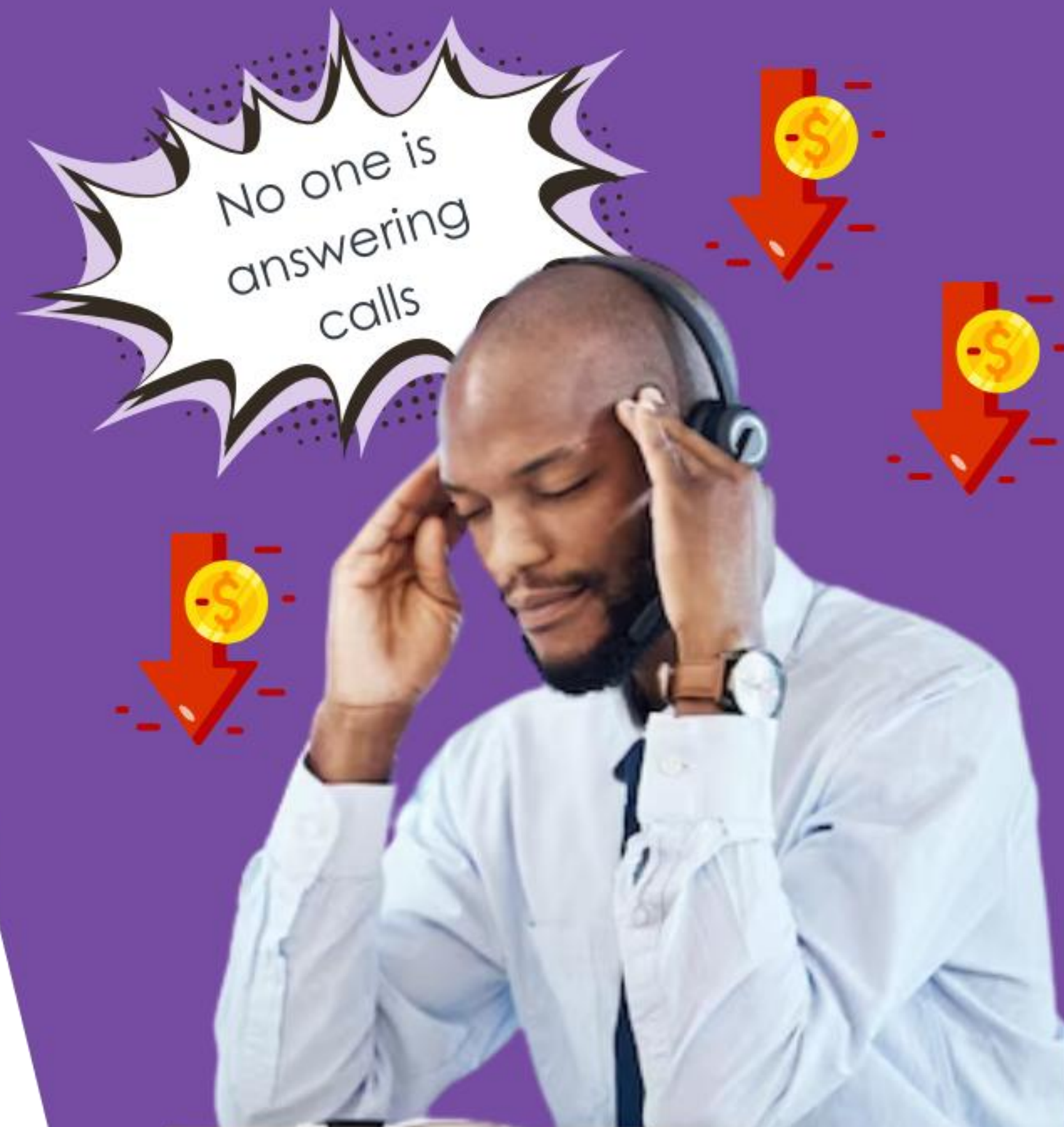
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Identity Assurance

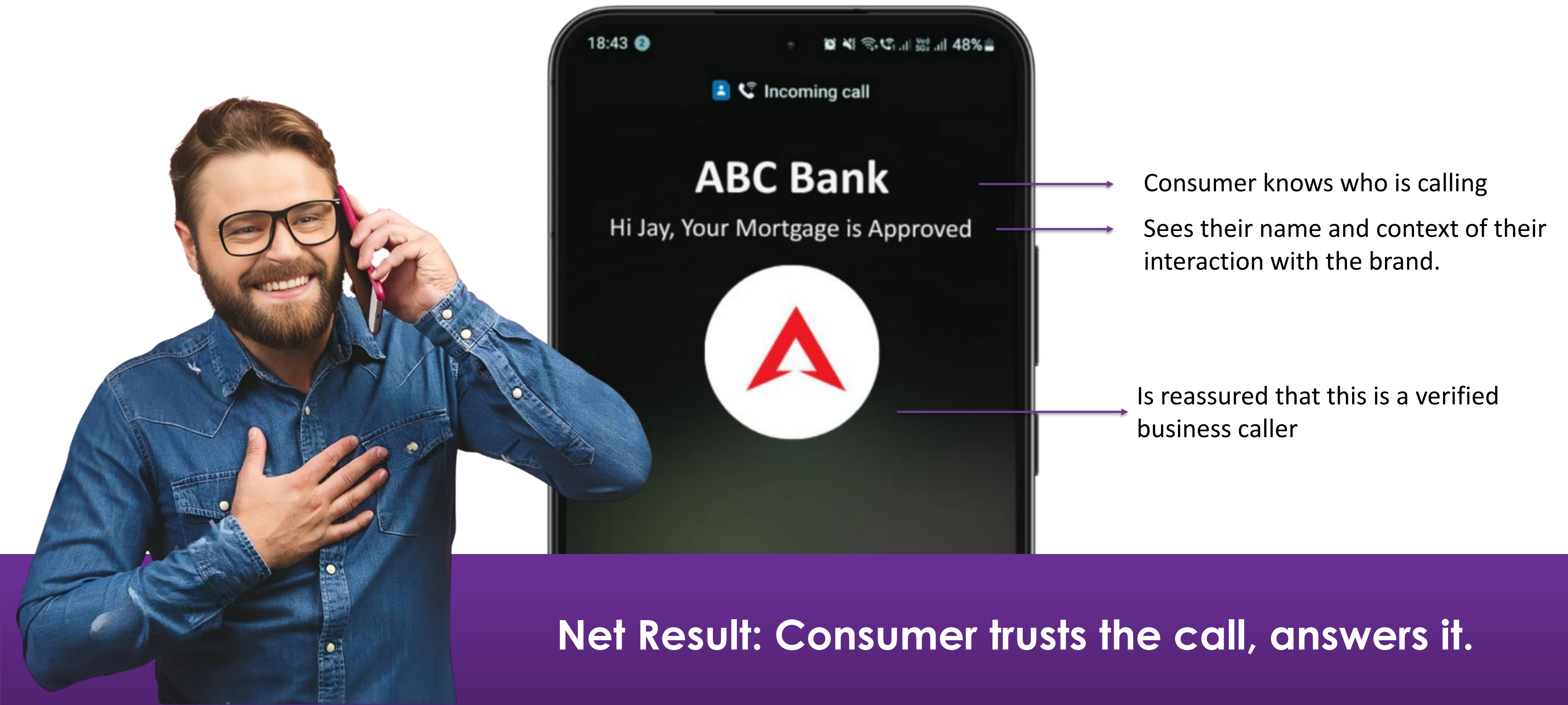
**Gen AI Powered Secure
Branded Caller ID**



The Global Problem: Loss of Trust in Phone Calls

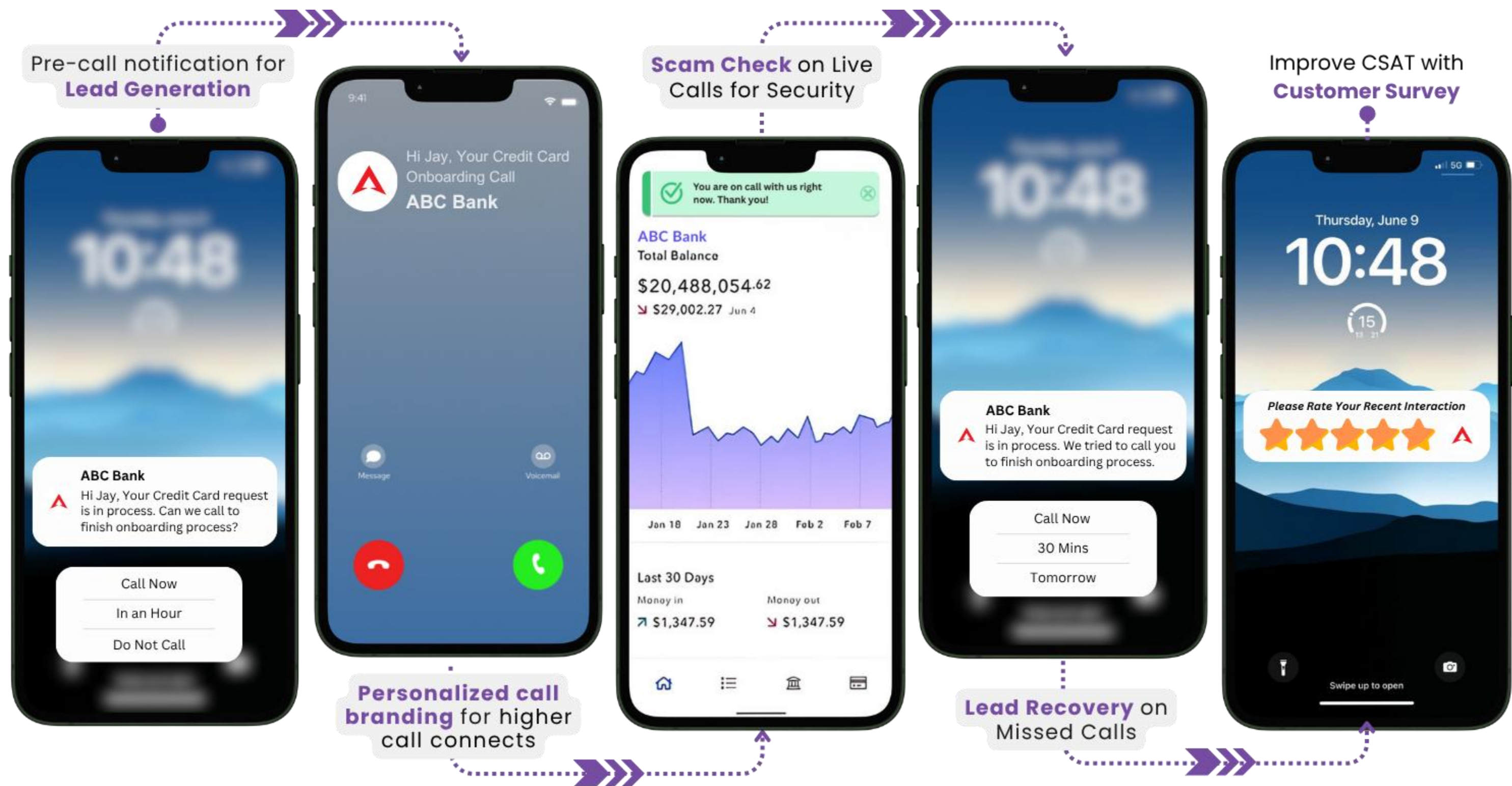


The Solution: The Assertion Experience



Net Result: Consumer trusts the call, answers it.

Get Better First Call Connects with Increased Trust



How Assertion Identity Assurance is an Enterprise class solution, and better than CNAME, BCID and TrueCaller branding?

Lead Generation

- Personalized pre-call notifications
- Get user consent and preferred time to call from the phone locked screen
- Reduce UCC complaints

Personalized Call Branding

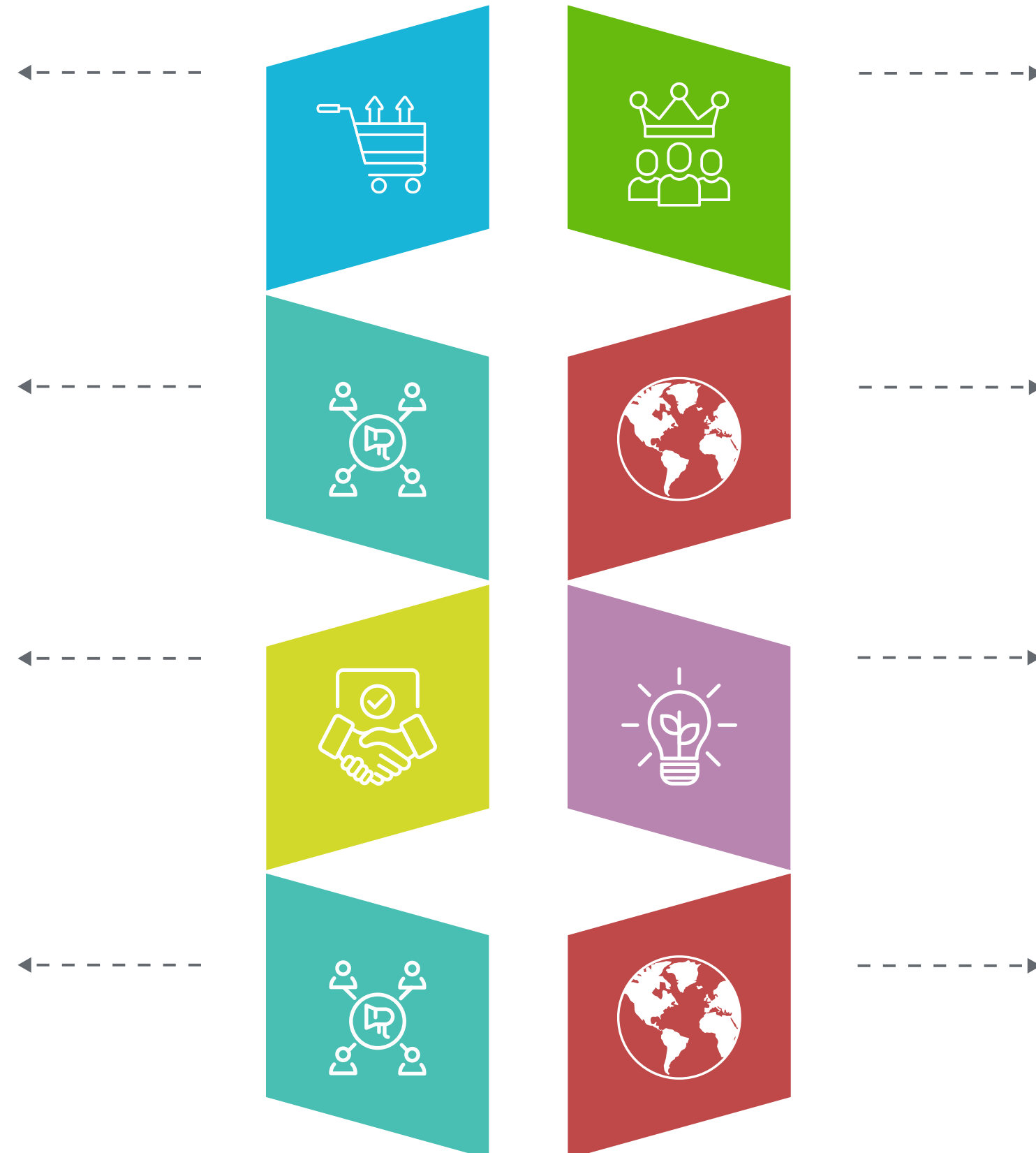
- Bypass telco & app-based spam filters
- Reach 100% of your app users
- Multi-lingual branding support

Scam Check

- MFA like anti-spoof technology to securely brand calls
- Detect brand impersonators to safeguard customers

Lead Recovery

- Re-engage a lost lead by sending personalized message
- Integrate with your dialer to schedule a call back



Customer Survey

- Get instant post-call feedback using a simple star rating system
- Instantly connect with unhappy customers to improve CSAT

Multi-brand Support

- Flexibility to brand your calls with any of your sub-brands using a single app
- Cross sell between brands

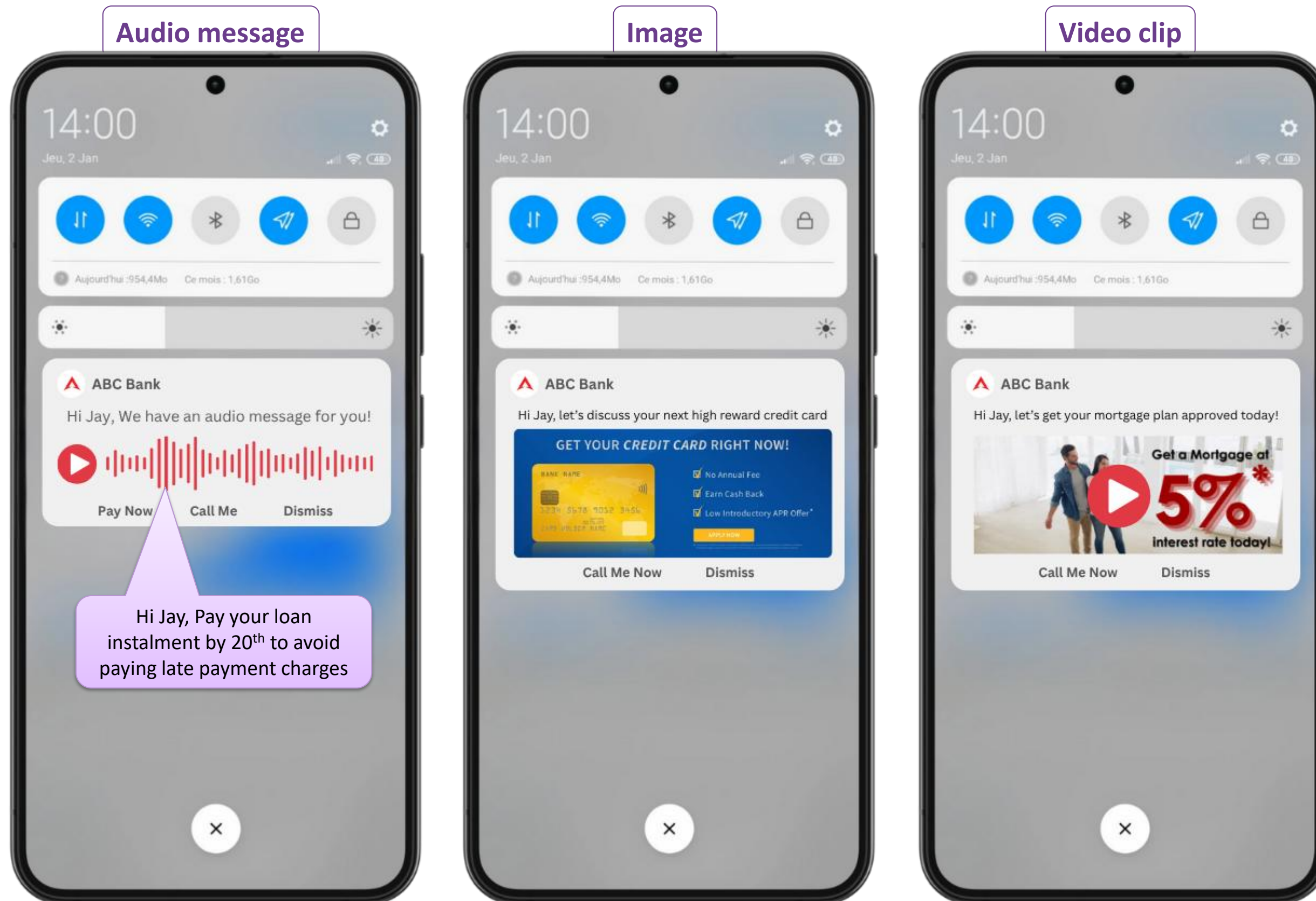
Rich Media Notifications

- Send rich media notifications for better accessibility and engagement of users
- AI generated option available for Voice, Image and Video

Privacy Pack

- Customer phone number and message are encrypted end to end
- Secure by Design
- Can be hosted on Private cloud

AI Enabled Smart Notifications: Supports Rich Text & Media



- Generate **pre-call or missed call notifications** with rich media and text to engage your customers.
- Instantly hook customers with rich media content and stand out from competition.
- The images, audio and video clips can be **personalized and auto-generated** with the help of AI.
- Less regulated than calls, ringless voice mail etc., allowing you to reach out to your customers better.

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Smart Logging

Get real-time observability across all your voice assets on a single dashboard by proactively monitoring logs for issues. Go from issues to logs in 1-click. Detect errors, call & recording failures to improve service levels for managed services & cloud customers.

It integrates with 53+ voice products through Syslog for Linux and a custom log collector script for Windows.





Bring visibility & efficiency to voice operations with **Smart Logging**

1

One-Click Access to Logs - Access event-specific logs without manual searching or waiting for NOC

2

Real-Time Error Detection - AI-powered monitoring scans all voice logs, identifying issues in real time

3

Better SLA Compliance - Reduced troubleshooting & down time prevents SLA violations

4

Automated Alerts & Insights - Alerts are triggered instantly, with root-cause analysis

"See the problems before they happen, fix them before they hurt!"

Features



Collect logs from 41+ voice systems without a log collection agent



Vendor agnostic.
Supports all major Voice vendors.



Collect any log file – platform (OS) or application. Can add more files to pipe.



Clone filters and forward logs for selective archival. Output in CEF, JSON and CSV to support all SIEMs.



Single dashboard to monitor errors and system health



1-click access to logs from the web portal.



Configure and manage simple log patterns on portal



Detect complex patterns / correlate logs using workflows



Custom dashboard widget for better observability



Store local copy of logs for 30 days for immediate access



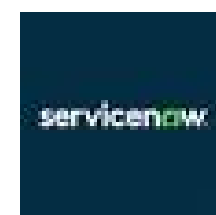
Integrate with AD for authentication



Get a report of alarms raised in last 30 and 365 days.



Ability to transpose each log line into custom format



Integration with ServiceNow for tickets.



Rest API for downstream automation.

Why Assertion Smart Logging is Better than SNMP, CDR Analytics, Voice Monitoring Tools & SIEM?

Log Monitoring for Voice Apps

- Collect Platform, Application or Custom logs in near real-time.
- Understand log formats of 100s of log files from 53+ products out of the box.

Proactive Fault Monitoring

- Auto detect critical and major errors
- Self-service portal to detect known log patterns
- Suppress unwanted events to avoid alert fatigue

1-Click Log Access

- Instant log access via the central portal
- No more missing or overwritten logs
- No need to raise ticket, share privileged ID with vendors or wait for experts

Clone, Filter and Forward logs

- Create copies of logs to run multiple filters
- Selectively archive only important logs to save on archival (SIEM) costs
- Support forwarding to all major SIEMs



AI Powered PII Masking

- Mask structured and unstructured PII using a combination of Regex and AI
- Mask before Store, View or Export
- Self-service configuration on portal

Detect Loss of Recording

- Monitors logs in near real-time to detect loss of recording
- Correlate logs across systems to detect failures
- Highlight top 10 Agents with recording failures

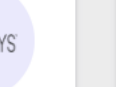
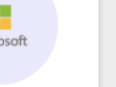
AI Powered Log Insights

- Get daily highlights of Security, Compliance and Operational events
- Chat with the logs to get insights on health of each component and incidents.

Prescriptive Root Cause Analysis

- Detect RCA by correlating logs across various connected systems and inferring the causal relationships
- Remediation suggestions using OEM KB

Log Monitoring for Voice Apps

 Amazon Connect (AMCON)	 Atos Unify Openscape Voice (AUOSV)	 AudioCodes One Voice Operations Center (ACOVOC)	 AudioCodes Session Border Controller (ACSBC)	 Avaya Analytics Cluster Control Manager (AACCM)	 Avaya Aura Appliance Virtualization Platform (AVP)	 Avaya Aura Application Enablement Services (AES)	 Avaya Aura Communication Manager (ACM)	 Avaya Aura Device Services (AADS)	 Avaya Aura Media Server (AMS)	 Avaya Aura Messaging (AAM)	 Avaya Aura Session Manager (ASM)	 Avaya Aura System Manager (ASMGR)	 Avaya Aura Utility Services (AUS)
 Avaya Breeze (ABRZ)	 Avaya Call Management System (ACMS)	 Avaya Contact Recorder (ACR)	 Avaya Contact Recorder Advanced (ACRA)	 Avaya Control Center Control Manager (ACCCM)	 Avaya Experience Portal EPM (AEP-EPM)	 Avaya Experience Portal MPP (AEP-MPP)	 Avaya Media Gateway (AMG)	 Avaya Oceana Cluster Server (AOCS)	 Avaya Session Border Controller (ASBC)	 Avaya Social Media Hub (ASMH)	 Genesys Administrator (GEADM)	 Genesys Engage SIP Server (GESIP)	 Genesys ICON Server (GEICON)
 Genesys Infomart (GEINFO)	 Genesys Media Control Platform (GEMCP)	 Genesys Orchestration Server (GEORS)	 Genesys Pulse Server (GEPULSE)	 Genesys Resource Manager (GERM)	 Genesys Stat Server (GESTAT)	 Genesys Universal Routing Server (GEURS)	 Microsoft Dynamics 365 Omnichannel (MSD365O)	 Microsoft Skype for Business (SFB)	 Nice Engage Recorder (NICEREC)	 Oracle Enterprise Session Border Controller (OSBC)	 Verint Impact 360 Recorder (VI360)	 Verint Verba (VFC)	 Verint WFO Forecasting and Scheduling (VWFS)
 Verint WFO Knowledge Management Back End (VWKMBE)	 Verint WFO Knowledge Management Front End (VWKMFE)	 Verint WFO Knowledge Management Jenkins (VWKMJ)	 Verint WFO Knowledge Management Reporting (VWKMR)	 Verint WFO MobileGateway (VWMG)	 Verint WFO Portal (VWP)	 Verint WFO Speech Analytics (VWSA)	 Verint WFO Speech Analytics Transcription (VWSAT)	 Verint WFO Text Analytics (VWTA)	 Verint WFO Text Analytics Data Store (VWTADS)	 Verint WFO Text Analytics Management (VWTAM)			

Out-of-the-box support for 53+
OEM voice systems

Collect and Understand all the important log files
from every one of these products



Thank you

Contact us today to discover how Assertion's innovative solutions can elevate your technology infrastructure and meet your evolving needs.