![cdg MEDIATION]

MEDIATION:
Fraud Detection

Identifying fraudent calls is critical. CDG's new Mediation fraud detection capabilities can help you mine your warehoused data to detect and provide alerts about potential fraud, based on the rules you define.

OVERVIEW

Utilizing warehouse data, CDG's new fraud detection features can monitor usage for fraudulent patterns and patterns of interest, based on user defined rules, create logs of the calls that fit the criteria, and send email alerts to specific individuals about potential fraud.

When pre-defined conditions and thresholds are detected, fraud alerts are automatically sent to designated staff. Fraud logs of each fraud event are also created, allowing the customer to view and manage the details of each call that comprised the event. Detection can occur as quickly as one hour after the data has been received and processed, depending on how frequently the usage is transmitted to CDG.

In addition to fraud monitoring, other non-fraud type situations can also be monitored, such as providing warning alerts when a test call is made or sending alerts when calls are placed from or to specific numbers of interest. The system can provide alerts for any calls that meet the rules you have set up.

FEATURES

FRAUD RULES
- Manage the factors used to evaluate and determine fraud alert triggers, such as detecting customers who exceed 500 international minutes per month.
- Define rules around to and from call numbers, call type, direction, line type, usage type, and other factors.
- Control which rules are active and suspended.

FRAUD LOGS
- View specific details related to a fraud event.
- Logs are created for each fraud event.
- Changing the log status and entering comments.
- Fraud logs and related call detail information is deleted when the log is Closed or Reported.
- Control how long fraud logs are retained.

FRAUD EXCLUSIONS
- Specify exclusions to the fraud rules.
- Exclude usage with specific numbers.
- Exclusions for all fraud rules, or specific rule IDs.

Fraud Log Information

Company:	9999 - Demotel
Rule ID:	-All-
Log Status:	-All-

Fraud Log (27)

Rule ID	Log ID	Log Status	Date Fraud Detected	From Phone Number	Total Detected	Threshold Limit	Comment / Resolution	Modified By	Modified Timestamp	Created By	Cre
1	1	Open	07-25-2018 07:57:42	6683272161	358	100		MP8826	07-25-2018 07:57:42	MP8826	07-2
1	2	Open	08-02-2018 04:07:48	6683272161	144	100		MP8826	08-02-2018 04:07:48	MP8826	08-0
1	3	Open	08-03-2018 04:25:12	6683272161	161	100		MP8826	08-03-2018 04:25:12	MP8826	08-0
1	4	Open	08-03-2018 04:25:12	6688422147	311	100		MP8826	08-03-2018 04:25:12	MP8826	08-0
1	5	Open	08-03-2018 04:25:12	6688422148	290	100		MP8826	08-03-2018 04:25:12	MP8826	08-0
1	6	Open	08-03-2018 04:25:12	6688422907	308	100		MP8826	08-03-2018 04:25:12	MP8826	08-0
1	7	Open	08-03-2018 04:25:12	6688424249	310	100		MP8826	08-03-2018 04:25:12	MP8826	08-0
1	8	Open	08-03-2018 04:25:12	6688424955	303	100		MP8826	08-03-2018 04:25:12	MP8826	08-0
1	9	Open	08-03-2018 04:25:12	6688424995	354	100		MP8826	08-03-2018 04:25:12	MP8826	08-0

Fraud Log Detail (12)

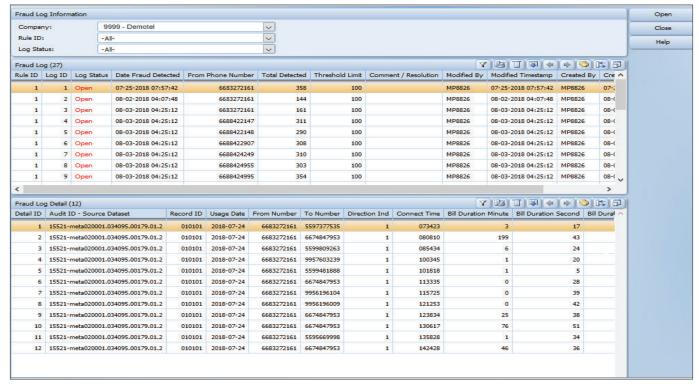| Detail ID	Audit ID - Source Dataset	Record ID	Usage Date	From Number	To Number	Direction Ind	Connect Time	Bill Duration Minute	Bill Duration Second	Bill Dura
1	15521-meta020001.034095.00179.01.2	010101	2018-07-24	6683272161	5597377535	1	073423	3	17	
2	15521-meta020001.034095.00179.01.2	010101	2018-07-24	6683272161	6674847953	1	080810	199	43	
3	15521-meta020001.034095.00179.01.2	010101	2018-07-24	6683272161	5599809263	1	085434	6	24	
4	15521-meta020001.034095.00179.01.2	010101	2018-07-24	6683272161	9957603239	1	100345	1	20	
5	15521-meta020001.034095.00179.01.2	010101	2018-07-24	6683272161	5599481888	1	101818	1	5	
6	15521-meta020001.034095.00179.01.2	010101	2018-07-24	6683272161	6674847953	1	113335	0	28	
7	15521-meta020001.034095.00179.01.2	010101	2018-07-24	6683272161	9956196104	1	115725	0	39	
8	15521-meta020001.034095.00179.01.2	010101	2018-07-24	6683272161	9956196009	1	121253	0	42	
9	15521-meta020001.034095.00179.01.2	010101	2018-07-24	6683272161	6674847953	1	123834	25	38	
10	15521-meta020001.034095.00179.01.2	010101	2018-07-24	6683272161	6674847953	1	130617	76	51	
11	15521-meta020001.034095.00179.01.2	010101	2018-07-24	6683272161	5595669998	1	135828	1	34	
12	15521-meta020001.034095.00179.01.2	010101	2018-07-24	6683272161	6674847953	1	142428	46	36	

Fig. 1 Mediation - Fraud Log