

Mutare Voice™

Spam Filter



Enterprise Spam Call Defense

Voice spam, including robocalls, abusive callers, scam calls, and annoying sales calls, cause employee frustration, lost productivity and damage your bottom line. The Mutare Voice Spam Filter dramatically reduces voice spam for inbound calls, is easy to manage and pays for itself in productivity gains almost immediately after switching it on.

The Mutare Voice Spam Filter feature guards your voice network by filtering incoming calls, allowing legitimate business calls through while blocking spam callers. The Mutare Voice Spam Filter can be deployed as a stand-alone filtering system or as part of an overall call completion solution.

- **Personal Voice Message Blacklisting**

Blacklisted phone numbers are diverted from leaving a message. Instead, an announcement plays stating that the called party is not taking messages and the call is terminated. The blocked call is logged, but there is no notification to the called party ensuring the employee is not digitally disrupted by a spam call.

- **Auto Attendant Blacklisting**

System administrators may block any caller ID ringing into the enterprise and divert calls away from contact

centers, departments or individuals, without ringing an extension. The system can be extended to automatically block robocalls identified in a national, dynamic database of robocallers. This optional robocall blocking works in conjunction with enterprise generated blacklists to minimize the number of spam calls into the enterprise.

Features

- Enterprise blacklist management
- Enterprise whitelist management
- Dynamic robocall blacklist
- Simple admin interface
- Simplified rules management
- Three operational modes

Benefits

- Saves time and money, improving productivity
- Faster response time to customers leading to improved customer experience and satisfaction
- Avoids work disruptions from spam phone calls, lowering costs and increasing revenues
- Reduces PBX spam call volume, enabling fewer license costs



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Mutare Means Change. For three decades, we've been empowering organizations to re-imagine a better way to connect with each other. Today, through our transformative digital voice and text messaging solutions, we make communications with colleagues, customers and prospects simple, secure and effective.