

# Mutare Voice™

## Spam Filter



## Enterprise Spam Call Defense

Defend against voice spam and filter voice calls to the enterprise to reduce interruptions and shelter contact centers from spam calls.

Mutare Voice suppresses the message notification for the calls that go to voicemail, filtering to stop calls before they transfer into an extension. Valid calls go through while blacklisted and robocalls are redirected to a recording or simply dropped.

- **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 notification.

- **Auto Attendant Blacklisting**

This capability enables a system administrator to blacklist any caller ID ringing into the enterprise and diverts the call away from the contact center, department or individual without ringing an extension. The system can

be extended to automatically block robocalls identified in a national crowdsourced database of robocallers. This optional robocall blocking works in conjunction with enterprise generated blacklists to minimize the number of spam calls into the enterprise.

### In Development

Currently in development by Mutare Labs™, version 1.0 will support enterprise white and black list and dynamic robocall list filtering. Beta testing will commence in May with general availability in July of 2019. The enterprise version:

- Filters inbound calls on SIP trunks only
- Session boarder controller agnostic
- PBX/voice switch agnostic

### Benefits

- Saves time and money, improving productivity
- Faster response time to customers leading to improved customer experience and satisfaction



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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.

**Get the message.**