

Title (en)

PROVIDING ACCESS CONTROL AND IDENTITY VERIFICATION FOR COMMUNICATIONS

Title (de)

BEREITSTELLUNG VON ZUGANGSKONTROLLE UND IDENTITÄTSVERIFIZIERUNG FÜR KOMMUNIKATIONEN

Title (fr)

FOURNITURE DE CONTRÔLE D'ACCÈS ET DE VÉRIFICATION D'IDENTITÉ POUR DES COMMUNICATIONS

Publication

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Application

EP 20813274 A 20200429

Priority

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Abstract (en)

[origin: WO2020242700A1] The techniques herein are directed generally to providing access control and user verification (i.e., both called party and calling party verification) for communications, such as for a contact center. In particular, according to one or more embodiments described herein, a method is shown for automatically sorting incoming contacts into "verified" and "non-verified" contacts, as well as for detecting spoofing caller ID "attack" and identifying an "attack level" or a required security level. In further embodiments, methods are shown for adapting the required authentication level based on the level of risk as determined by an attack level. Still further, methods are shown for tailoring user-interface pop-ups based on the specific information the user wants to share and the manner in which they desire to interface with the platform.

IPC 8 full level

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Citation (search report)

- [A] US 2019116038 A1 20190418 - SPRAGUE STEVEN [US]
- [A] US 9768966 B2 20170919 - KRAHN DARREN DAVID [US], et al
- [A] US 10117098 B1 20181030 - NAGUTHANAWALA MURTUZA [US], et al
- See references of WO 2020242700A1

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