

VIRTUALPBX SOLUTIONS CALL CENTER MANAGEMENT SERVICES

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ROBOCALL MITIGATION:

VirtualPBX Solutions will block all traffic identified as illegal calls, Account found with illegal traffic will be terminated entirely and immediately. We have put a quality assurance officer to monitor and analyze live calls and tasked to terminate calls identified as illegal within the first few seconds of the call.

SOFTWARE FRAUD DETECTION:

VirtualPBX Solutions continuously monitor traffic and places fraud filtering using the following parameters.

- Average Call Duration
- High-Volume Calls
- answer-seizure ratio
- Short Call Duration
- Low Answer Ratio
- Blocking of DTMF

TRACEBACK REQUEST:

VirtualPBX Solutions will comply, cooperate and provide all the necessary information requested by FCC, and law enforcement. And from anyone authorized personnel to assist in seizing the person or company responsible for such a crime.

CUSTOMER ONBOARDING

we initially do a KYC (know your customer) process to make sure all originating traffic comes with a clean campaign to run. We require customers to fill out a form on our website where there is clear and bold information that we do not accept any illegal calls passing through.



Francis Jonee Dy
Chief Operating Officer