

*Oracle has several solutions that can be adapted to help mitigate robocalls, focusing on technologies like artificial intelligence (AI), machine learning, and call verification systems.*

## **Robocall Mitigation Program (Oracle Solution) – General Overview:**

### **Background on Robocalls:**

Robocalls are automated telephone calls used for various purposes, including telemarketing, fraud, and scams. The rise of robocalls has led to increased consumer frustration and regulatory action, including laws like the TRACED Act in the U.S., which mandates that telecom providers take steps to reduce robocalls.

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### **2. Oracle's Approach to Robocall Mitigation:**

- **AI and Machine Learning: Oracle's Approach to Robocall Mitigation:**
- **AI and Machine Learning:** Oracle uses advanced AI models to identify patterns of robocalls based on call metadata and voice analytics. By applying machine learning, Oracle solutions can detect suspicious calling behavior and block calls before they reach the consumer.
- **STIR/SHAKEN Compliance:** Oracle provides **STIR/SHAKEN** (Secure Telephone Identity Revisited and Signature-based Handling of Asserted information Using Tokens) solutions to telecom carriers. STIR/SHAKEN is a set of standards aimed at combating robocalls by ensuring that caller ID information is authentic and accurate.
- **Call Authentication:** The system authenticates the identity of the caller and uses certificates to verify that the call is originating from a legitimate source.
- **Fraud Prevention Tools:** Oracle offers tools for real-time fraud prevention that can help identify and mitigate fraudulent robocalls that target consumers for scams and financial theft.
- **Integration with Telecom Networks:**
- Oracle's solutions are typically integrated with telecom networks to help service providers manage and block robocalls at the network level.
- This includes real-time traffic analysis and automated blocking or tagging of calls based on risk scores generated by AI.
- **Cloud-Based Solutions:**
- Oracle's robocall mitigation tools can be deployed in the cloud, providing scalability and flexibility for service providers. Cloud-based solutions also allow for easier updates to combat new robocall tactics as they evolve.
- **Reporting and Analytics:**

- Oracle provides detailed reporting and analytics dashboards that help telecom providers track robocall activity, allowing them to fine-tune their mitigation strategies and remain compliant with regulations.
  - **Regulatory Compliance:**
  - Oracle's solutions are built to ensure that telecom providers comply with global regulations on robocall mitigation, such as the **TRACED Act** in the U.S. and similar laws in other countries.
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