


UBOSS FRAUD PROTECTION

VanillaIP provides automated credit locking to protect against toll fraud. Alerts and credit thresholds can be configured against customer groups or specific users in Uboss. Take away the risk and the hassle. Uboss never sleeps.

Summary

With Uboss you are now able to credit lock individual users and customer groups. This feature is designed to protect you against Toll Fraud and hacking. There are two types of credit locking; Manual Credit Lock and Automatic Credit Locking. Manual Credit locks can be activated via the VanillaIP Uboss Provisioning Portal, automatically barring the specific extension or all extensions within the business.


User Level Credit Lock

 CREDIT LIMIT

Call Credit Limit*	<input type="text" value="15.00"/>	
Call Credit Used(£)	<input type="text" value="0.00"/>	RESET USED CREDIT
Call E Mail Alert %	<input type="text" value="80.00"/>	
SMS Alert (%)	<input type="text" value="0.00"/>	

[ACTIVATE CREDIT LOCK](#)

Business Level Credit Lock

 CREDIT LIMIT

Hardware Order Value	<input type="text" value="0.00"/>			
Calls – Daily Credit Limit*	<input type="text" value="50.00"/>	Calls Used(£)	<input type="text" value="0.00"/>	Call E Mail Alert %*
				<input type="text" value="80.00"/>

[RESET USED CREDIT](#)
[ACTIVATE CREDIT LOCK](#)
[DEACTIVATE CREDIT LOCK](#)
Locked Users: 0

Automatic Credit Locks allows credit limits to be put against a User and/or a Business level; once this limit has been reached the account will be locked. Users/Administrators will be sent an email when they have reached 80% of their limit, and extra credit can then be added to their account. When a user account has been locked it will bar all devices (including Shared Call Appearance). The user will not be able to make any new calls from their extension while the lock is active, typically stopping toll fraud and hacking. Other unaffected company extensions will not be barred.

Business Level Credit Lock

Business Users

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Include Removed Show Device Registration

NAME	EXTENSION	PHONE NUMBER	DEPARTMENT	CALL CREDIT LIMIT (£)	CALL CREDIT USED (£)	CALL USAGE (%)	QUARANTINE DATE	LOCKED STATUS	USER TYPE	LINE PORT	PRIMARY PACKAGE	USE CUSTOM SETTINGS
441323 441323	060	+44-132340		15.00	-	-	-	False	User-Pilot	44132340	SIP User - Basic.	False
Alastair Brown	126	+44-208288	Helpdesk	15.00	0.38	2.53	-	False	User-Hosted	44208288	Prime- 1Mth-Agent Premium User	True
Amy Dadds	803	+44-18833		15.00	-	-	-	False	User-Hosted	441883	Prime- 1Mth-Smart User	True
Amy Earl	124	+44-208288	Sales Team	15.00	-	-	-	False	User-Hosted	44208288	Hosted User - Power	True
Andy.presentation	860			15.00	-	-	-	False	User-Sip		SIP User - Basic.	False
Bee Dadds				-	-	-	-	False	User-Mobile			False
Bree Van Zyl	125	+44-208288	Sales Team	15.00	-	-	-	False	User-Hosted	44208288	Hosted User - Power	False
Charlotte Aguirre	123		Sales Team	15.00	-	-	-	False	User-Hosted		Hosted User - Power	True

CDR's are rated in Uboss in real time, depending on time of day the lag can be between 15 minutes and 75 minutes. Once a credit lock has been applied it will bar any new calls from any device, including a user's Shared Call Appearance. The user will get a message informing them the extension has been barred.

Supported Features

Business Lock

- User Lock
- Customised email alert (by percentage of call revenue)
- Personalised Credit Limits
- Automatic re-set at the end of the month
- Customers limits can be reset during the month with 2 options
 - Unlocking the account will remove the current credit limit and double the allowed amount of spend
 - If the account is unlocked and then the credit limit has been increased this new limit will apply for future months.
- Existing spends for all Businesses and Users are visible at either the Client Business or User level in Uboss
- 24x7 access to the Credit Locking Feature



Service Availability

- Hosted - Business and Users
- SIP Trunks - Business Users

Emergency Calls

When credit locking has been activated, 999 calls can still be made.

Pricing

There is no charge for VanillaIP Credit Locking.

Customers only need to inform us of users with legitimate high call spend (i.e. over £50 per month). For these users the credit limit needs to be increased over the default limit.