

Voice and caller ID reputation management

How to determine the best caller ID reputation management solution for your contact center

Selecting the right voice reputation management provider is critical to protecting your contact center's brand and operations. To get the full value out of reputation management, you need to understand what features your provider can really deliver and how those features align with your contact center's unique business requirements.

Use the following checklist to review your current or potential reputation management solution:

Features and capabilities	Comparative provider	 IntelPeer.
Defined process for vetting and registering the contact center and its phone numbers The solution has a clearly outlined process to register telephone numbers and trustworthiness of the contact center that is placing the calls.		<input checked="" type="checkbox"/>
Number registration for all telecom providers without porting The solution supports telephone number registration for all telecom providers, regardless of which provider issued the number and which provider is used to originate the phone calls, without needing to port the number to a different carrier.		<input checked="" type="checkbox"/>
Selective telephone number enrollment The solution allows organizations to choose whether to selectively enroll some telephone numbers or to enroll all company numbers.		<input checked="" type="checkbox"/>
Prompt registration The solution ensures that telephone numbers are quickly registered upon submission.		<input checked="" type="checkbox"/>
Enrollment for all U.S. numbers The solution supports all U.S. telephone numbers, including DID and toll-free numbers.		<input checked="" type="checkbox"/>
Solves call blocking and mislabeling The solution addresses calls being incorrectly blocked in the network, as well as calls being delivered to the recipient with a suspicious label.		<input checked="" type="checkbox"/>
Proactive and reactive remediation The solution continuously takes action to prevent mislabeling. If mislabeling occurs, remediation is automatic.		<input checked="" type="checkbox"/>
Reputation monitoring and status alerts The solution continually monitors the analytic platforms for the reputation scores for all enrolled telephone numbers. Automated alerts are triggered when a reputation score drops.		<input checked="" type="checkbox"/>
Reach to all major wireless networks The solution has arrangements to perform registration and remediation with the three major analytics providers (First Orion, Hiya, TNS).		<input checked="" type="checkbox"/>
Accurate, reliable reputation scores The solution delivers highly accurate reputation scores from reliable analytic platforms (First Orion, Hiya, TNS).		<input checked="" type="checkbox"/>
High prevention and remediation success rates The solution has a high, demonstratable success rate at preventing and remediating blocking and labeling issues.		<input checked="" type="checkbox"/>
Reputation score customer portal and visibility The solution displays reputation score data in a self-service portal with frequent updates, demonstrating trends and historic patterns, ensuring accurate and accessible reputation scores.		<input checked="" type="checkbox"/>
All-in-one solution The solution includes reputation management, monitoring, and remediation in a single platform.		<input checked="" type="checkbox"/>
Clearly outlined troubleshooting processes The solution utilizes a clearly outlined troubleshooting process to utilize in the case that mis-tagging events persist.		<input checked="" type="checkbox"/>
U.S.-based tier 1 customer support The solution has U.S. support to ensure fast and easy support with first call resolution.		<input checked="" type="checkbox"/>
Competitive pricing The solution delivers competitive, custom pricing based on the quantity of telephone numbers enrolled.		<input checked="" type="checkbox"/>

IntelPeer's Reputation Management: A "one-stop-shop" automation solution that layers over the top of your existing contact center

Reputation Management provides three integrated components. The solution helps you take control of your identity and protect your numbers from being mislabeled as scam, spam, or fraud, thus being blocked, or going unanswered. You will receive full visibility and on-demand analytics of your contact center's call reputation and performance via our portal, backed by our award-winning customer service.

Don't just take our word for it. Check out our success metrics:

73,000

numbers under IntelPeer Reputation Management



99.95%

of numbers currently have a healthy reputation score on analytic engines



2-3 days

Remediation quickly resolved in just a few business days



Start saving your reputation and improving business today. [Contact IntelPeer](#) to get started now.

(877) 336-9171 | sales@intelepeer.com | intelepeer.com/solutions/improve-call-reputation

