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United States Patent Application Publication	20250267213
Kind Code	A1
Publication Date	August 21, 2025
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METHOD FOR CALL SECURITY

Abstract

According to an embodiment, a method for call security, the method comprises: agreeing, by a first party and a second party, about an acoustic fingerprint between the first party and the second party; performing a voice call, by the first party, calling the second party; applying, by the first party, the acoustic fingerprint to the voice call; and detecting, by the second party, the acoustic fingerprint in the voice call.

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Family ID:	1000008620594
Appl. No.:	19/110894
Filed (or PCT Filed):	September 21, 2023
PCT No.:	PCT/FI2023/050540

Foreign Application Priority Data

FI	20225869	Sep. 30, 2022
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Publication Classification

Int. Cl.: **H04M3/436** (20060101); **G10L19/018** (20130101); **H04L9/08** (20060101); **H04L9/32** (20060101)

U.S. Cl.:

CPC **H04M3/436** (20130101); **G10L19/018** (20130101); **H04L9/0825** (20130101);

Background/Summary

TECHNICAL FIELD

[0001] The present disclosure relates to call security, and more particularly to a method for call security, a system for performing the method, and a computer program product.

BACKGROUND

[0002] One of the current trends is the increase of various malicious telephone calls that can aim to, for example, fish sensitive information, such as passwords and usernames. For example, a malicious caller can impersonate a service desk agent of a well-known company and request some urgent, sensitive information so that the service could be continued. This is partially possible due to it being increasingly easy to counterfeit the caller's telephone number. In addition, voice calls are by their nature real-time, and it can be difficult for the recipient of the call to verify the authenticity of the caller or his/her intentions. This has led to a situation in which many people do not want to answer incoming telephone calls.

SUMMARY

[0003] This summary is provided to introduce a selection of concepts in a simplified form that are further described below in the detailed description. This summary is not intended to identify key features or essential features of the claimed subject matter, nor is it intended to be used to limit the scope of the claimed subject matter.

[0004] It is an objective to provide a method for call security, a system for performing the method, and a computer program product. The foregoing and other objectives are achieved by the features of the independent claims. Further implementation forms are apparent from the dependent claims, the description and the figures.

[0005] According to a first aspect, a method for call security comprises: agreeing, by a first party and a second party, about an acoustic fingerprint between the first party and the second party; performing a voice call, by the first party, calling the second party; applying, by the first party, the acoustic fingerprint to the voice call; and detecting, by the second party, the acoustic fingerprint in the voice call. The method can, for example, improve call security.

[0006] In an implementation form of the first aspect, the acoustic fingerprint is detected in the voice call by: a user corresponding to the second party; and/or a device used by the user corresponding to the second party, and the method further comprises, in response to detecting the acoustic fingerprint in the voice call, providing, by the device, an indication to the user that the voice call is performed by the first party. The method can, for example, enable the device to improve call security.

[0007] In another implementation form of the first aspect, the method further comprises, in response to not detecting the acoustic fingerprint in the voice call, providing, by the device, an alert to the user that the voice call is not performed by the first party. The method can, for example, enable the device to warn the user about possibly malicious calls.

[0008] In another implementation form of the first aspect, the device comprises a mobile device.

[0009] In another implementation form of the first aspect, the acoustic fingerprint is detected by software on the mobile device. The method can, for example, be used with various mobile devices with a high degree of compatibility.

[0010] In another implementation form of the first aspect, the agreeing about the acoustic fingerprint between the first party and the second party comprises: providing, by the first party, the acoustic fingerprint to a server; and obtaining, by the second party, the acoustic fingerprint from the server. The method can, for example, enable the first party and the second party to efficiently agree

on the acoustic fingerprint.

[0011] In another implementation form of the first aspect, the method further comprises: periodically providing, by the first party, an updated acoustic fingerprint to a server; and periodically obtaining, by the second party, the updated acoustic fingerprint from the server. The method can, for example, enable the first party and the second party to efficiently agree on the acoustic fingerprint and keep the acoustic fingerprint up-to-date.

[0012] In another implementation form of the first aspect, the agreeing about the acoustic fingerprint between the first party and the second party comprises: providing a public key of the second party to the first party, wherein the public key of the second party corresponds to a private key of the second party; encrypting, by the first party, data indicating the acoustic fingerprint using the public key of the second party; transmitting, by the first party, the encrypted data indicating the acoustic fingerprint to the second party; and decrypting, by the second party, the encrypted data indicating the acoustic fingerprint using the private key of the second party. The method can, for example, enable the first party and the second party agree on the acoustic fingerprint in a secure manner.

[0013] In another implementation form of the first aspect, the acoustic fingerprint defines a set of frequencies to be applied to the voice call and the detecting the acoustic fingerprint in the voice call comprises: performing, by the second party, spectrum analysis on the voice call; and detecting, by the second party, the set of frequencies defined by the acoustic fingerprint in the voice call based on the spectrum analysis. The method can, for example, enable the acoustic fingerprint to be efficiently transferred in the voice call while not adversely affecting the voice call.

[0014] In another implementation form of the first aspect, the acoustic fingerprint defines a set of amplitude changes to be applied to the voice call and the detecting the acoustic fingerprint in the voice call comprises: performing, by the second party, amplitude analysis on the voice call; and detecting, by the second party, the set of amplitude changes defined by the acoustic fingerprint in the voice call. The method can, for example, enable the acoustic fingerprint to be efficiently transferred in the voice call.

[0015] In another implementation form of the first aspect, the acoustic fingerprint defines an acoustic background to be applied to the voice call. The method can, for example, enable the acoustic fingerprint to be easily detected in the voice call.

[0016] In another implementation form of the first aspect, the acoustic fingerprint comprises a code-based acoustic fingerprint. The method can, for example, enable the acoustic fingerprint to be efficiently transferred in the voice call.

[0017] In another implementation form of the first aspect, the code-based acoustic fingerprint defines a frequency hopping pattern to be applied to the voice call.

[0018] According to a second aspect, a system for performing the method according to the first aspect comprises: a first device comprising at least one processor and at least one memory including computer program code, the at least one memory and the computer program code configured to, with the at least one processor, cause the first device to perform the operations of the first party; and a second device comprising at least one processor and at least one memory including computer program code, the at least one memory and the computer program code configured to, with the at least one processor, cause the second device to perform the operations of the second party.

[0019] According to a third aspect, a computer program product comprises program code configured to perform the operations of the first party and/or the operations of the second party of the method according to the first aspect when the computer program product is executed on a computer.

[0020] Many of the attendant features will be more readily appreciated as they become better understood by reference to the following detailed description considered in connection with the accompanying drawings.

Description

DESCRIPTION OF THE DRAWINGS

[0021] In the following, example embodiments are described in more detail with reference to the attached figures and drawings, in which:

[0022] FIG. 1 illustrates a flow chart representation of a method according to an embodiment;

[0023] FIG. 2 illustrates a schematic representation of data flow between a first party and a second party according to an embodiment;

[0024] FIG. 3 illustrates a schematic representation of data flow between a first party and a second party during a voice call according to an embodiment;

[0025] FIG. 4 illustrates a schematic representation of data flow between a first party and a second party in an acoustic fingerprint agreement process according to an embodiment;

[0026] FIG. 5 illustrates a schematic representation of data flow between a first party and a second party in an acoustic fingerprint agreement process according to an embodiment;

[0027] FIG. 6 illustrates a schematic representation of data flow between a first party and a second party during a voice call according to an embodiment;

[0028] FIG. 7 illustrates a schematic representation of data flow between a first party and a second party during a voice call according to an embodiment; and

[0029] FIG. 8 illustrates a schematic representation of a system according to an embodiment.

[0030] In the following, like reference numerals are used to designate like parts in the accompanying drawings.

DETAILED DESCRIPTION

[0031] In the following description, reference is made to the accompanying drawings, which form part of the disclosure, and in which are shown, by way of illustration, specific aspects in which the present disclosure may be placed. It is understood that other aspects may be utilised, and structural or logical changes may be made without departing from the scope of the present disclosure. The following detailed description, therefore, is not to be taken in a limiting sense, as the scope of the present disclosure is defined by the appended claims.

[0032] For instance, it is understood that a disclosure in connection with a described method may also hold true for a corresponding device or system configured to perform the method and vice versa. For example, if a specific method step is described, a corresponding device may include a unit to perform the described method step, even if such unit is not explicitly described or illustrated in the figures. On the other hand, for example, if a specific apparatus is described based on functional units, a corresponding method may include a step performing the described functionality, even if such step is not explicitly described or illustrated in the figures. Further, it is understood that the features of the various example aspects described herein may be combined with each other, unless specifically noted otherwise.

[0033] FIG. 1 illustrates a flow chart representation of a method according to an embodiment.

[0034] According to an embodiment, a method **100** for call security comprises agreeing **101**, by a first party and a second party, about an acoustic fingerprint between the first party and the second party.

[0035] Herein, an acoustic fingerprint may also be referred to as a fingerprint or similar.

[0036] The method **100** may further comprise performing **102** a voice call, by the first party, calling the second party.

[0037] The call can be made by, for example, a service desk agent or an automated call processing system of the first party.

[0038] The voice call can comprise, for example, a telephone call, a voice over internet protocol (VoIP) call, or any other type of voice call.

[0039] The method **100** may further comprise applying **103**, by the first party, the acoustic

fingerprint to the voice call.

[0040] The applying **103** the acoustic fingerprint to the voice call may comprise, for example, modifying an audio stream of the voice call in a manner indicated by the acoustic fingerprint. For example, the audio stream of the voice call may be manipulated in temporal and/or frequency domain in a manner indicated by the acoustic fingerprint. Some examples of applying **103** the acoustic fingerprint to the voice call are disclosed in the embodiments herein.

[0041] The method **100** may further comprise detecting **104**, by the second party, the acoustic fingerprint in the voice call.

[0042] The detecting **104** the acoustic fingerprint in the voice call may comprise, for example, analysing an audio stream of the voice call in order to extract the acoustic fingerprint. Since the first party and the second party have agreed on the acoustic fingerprint, the second party can check whether audio call comprises the agreed acoustic fingerprint. For example, the second party can analyse the audio stream of the voice call in temporal and/or frequency domain.

[0043] The method **100** may further comprise, in response to detecting the acoustic fingerprint in the voice call, deducing, by the second party, that the voice call is initiated by the first party.

[0044] Herein, a voice call being secure may indicate that the voice call is made, with at least some degree of certainty, by the first party and not by, for example, someone impersonating the first party.

[0045] The detecting **104**, by the second party, the acoustic fingerprint in the voice call may comprise, for example, checking, by the second party, whether the voice call comprises the acoustic fingerprint. The method **100** may further comprise, in response to the voice call comprising the acoustic fingerprint, deducing, by the second party, that the voice call is initiated by the first party. The method **100** may further comprise, in response to the voice call not comprising the acoustic fingerprint, deducing, by the second party, that the voice call is not initiated by the first party.

[0046] The method **100** can alleviate some of the problems described herein by applying the acoustic fingerprint to the voice call. The acoustic fingerprint or its absence can be used to enhance the security of voice calls. The fingerprint can be added to the audio stream, and then detected by the second party receiving the call.

[0047] The method **100** can use, for example, in-band signalling for applying **103** the acoustic fingerprint to the voice call. For example, the acoustic fingerprint can be embodied in a background signal of the voice call. For example, the acoustic fingerprint can correspond to some audio frequencies that are carried among the audio signal of the voice call. This frequency and its amplitude can change over time, which allows to carry more information about the acoustic fingerprint. It is possible to use frequencies that are hard or impossible for humans to hear so that the in-band signalling does not interfere with the actual conversation of the voice call. Furthermore, by changing the frequency quickly, it is possible to reduce the effects of in-band signalling.

[0048] Alternatively or additionally to in-band signalling, the method **100** can also apply the acoustic fingerprint to the voice call by modifying the audio stream of the voice call with various methods. For example, some audio frequencies may be filtered out or reduced in amplitude so that the original audio frequency spectrum is modified. Such modification may be static, or it may vary over time.

[0049] The method **100** can be used to detect the identity of one or more parties in the voice call and/or to detect possible security anomaly in the voice call.

[0050] The method **100** may improve the popularity of voice calls especially with sensitive issues such as customer service transactions.

[0051] The method **100** can be applied to human-to-human calls and/or to human-to-machine communication, such as voice bots and similar systems.

[0052] Herein, some disclosure may be described in terms of functionality of a system. A system may refer to any system configured to perform the method **100** or some parts of the method **100**. Any disclosure in relation to such a system can also be applied to the method **100** and vice versa.

[0053] Any disclosure herein may also be applied both ways and simultaneously between the first party and the second party. Thus, both parties can apply their own acoustic fingerprints to the voice call and the other party can detect the acoustic fingerprint in the voice call. Therefore, any functionality performed by the first party disclosed herein may also be performed by the second party and vice versa.

[0054] FIG. 2 illustrates a schematic representation of data flow between a first party and a second party during a voice call according to an embodiment.

[0055] In the embodiment of FIG. 2, the first party **201** applies the acoustic fingerprint **204** to the voice call **203**. The second party **204** also possesses information about the acoustic fingerprint **204** due to the first party **201** and the second party **202** agreeing **101** about the acoustic fingerprint **204**. Thus, the second party **202** can check whether the voice call **203** comprises the acoustic fingerprint **204** in order to verify that the voice call **203** is indeed being made by the first party **201**.

[0056] In some embodiments, the agreeing **101** about the acoustic fingerprint between the first party **201** and the second party **202** can be performed by a company, corresponding to the first party **201**, publicly disclosing, for example on their web site, that their customer service telephone calls contain certain acoustic fingerprint **204**.

[0057] In some embodiments, the agreeing **101** about the acoustic fingerprint between the first party **201** and the second party **202** can be performed by an organization corresponding to the first party **201** disclosing the nature of the acoustic fingerprint **204** only to their customers, corresponding to the second party **202**, own employees etc.

[0058] In some embodiments, the acoustic fingerprint **204** may be user-specific and can be communicated only to the user corresponding to the second party **202**.

[0059] In some embodiments, the acoustic fingerprint **204** may not be communicated to humans. Instead, the acoustic fingerprint **204** may be communicated between a server, corresponding to the first party **201**, and a mobile application on, for example, a smart phone, corresponding to the second party **202**.

[0060] In some embodiments, the acoustic fingerprint **204** can be based on a public key/private key type approach.

[0061] According to an embodiment, the acoustic fingerprint **204** defines an acoustic background to be applied to the voice call **203**.

[0062] In some embodiments, the first party **201** can apply the acoustic fingerprint **204** to the voice call **203** by making the voice call **203** in an environment that has certain acoustic characteristics, such as background voices from other customer service agents, no background voices at all etc.

[0063] In some embodiments, the first party **201** can apply the acoustic fingerprint **204** to the voice call **203** by using some analogue means to apply the acoustic fingerprint **204** to the voice call **203**. For example, a periodic background signal made by a mechanical metronome or a clock, using analogue electric circuits to produce certain audio frequencies that are picked up by the microphone or inserted to an analogue audio signal coming from microphone etc.

[0064] In some embodiments, the first party **201** can apply the acoustic fingerprint **204** to the voice call **203** by using digital technologies such as inserting certain audio frequencies to the digitalized audio stream, processing the digital audio stream with various known methods of digital signal processing etc. For example, the first party **201** may synthesize any of the aforementioned analogue acoustic characteristics into the voice call **203**.

[0065] In some embodiments, the second party **202** can detect the acoustic fingerprint **204** in the voice call **203** by using human's hearing to detect the agreed acoustic fingerprint **204**.

[0066] According to an embodiment, the acoustic fingerprint **204** defines a set of frequencies to be applied to the voice call **203**, and the detecting **104** the acoustic fingerprint **204** in the voice call comprises: performing, by the second party **202**, spectrum analysis on the voice call **203** and detecting, by the second party **202**, the set of frequencies defined by the acoustic fingerprint **204** in the voice call **203** based on the spectrum analysis. The acoustic fingerprint **204** can define to add

[0067] certain frequencies into the voice call **203** and/or filter away, partially or completely, certain frequencies from the voice call **203**. Thus, the set of frequencies to be applied to the voice call **203** can comprise frequencies to be added and/or to be removed partially and/or completely, to/from the voice call **203**.

[0068] The set of frequencies to be applied to the voice call **203** may be outside the typical range of human hearing. Thus, the acoustic fingerprint **204** may not adversely affect the sound quality of the voice call **203**.

[0069] In some embodiments, the second party **202** can detect the acoustic fingerprint **204** in the voice call **203** by using signal processing, such as Fast Fourier Transform that performs a spectrum analysis of the acoustic signal of the voice call **203** and detects frequencies in the voice call **203**. The presence/absence of frequencies corresponding to the acoustic fingerprint **204** can be determined from the frequency spectrum.

[0070] According to an embodiment, the acoustic fingerprint **204** comprises a code-based acoustic fingerprint.

[0071] According to an embodiment, the code-based acoustic fingerprint defines a frequency hopping pattern to be applied to the voice call **203**.

[0072] In some embodiments, the second party **202** can detect the acoustic fingerprint **204** in the voice call **203** using Code Division Multiple Access (CDMA) type approach, where the acoustic fingerprint **204** corresponds to a code-based acoustic fingerprint embedded in the audio signal of the voice call **203**. For example, a code can define a frequency hopping pattern for the acoustic signal of the voice call **203**. The detection can utilise a code that can be obtained from, for example, a trusted server or similar.

[0073] According to an embodiment, the acoustic fingerprint **204** defines a set of amplitude changes to be applied to the voice call **203** and the detecting **104** the acoustic fingerprint **204** in the voice call **203** comprises: performing, by the second party **202**, amplitude analysis on the voice call **203**; and detecting, by the second party **202**, the set of amplitude changes defined by the acoustic fingerprint **204** in the voice call **203**.

[0074] For example, the amplitude/volume of the voice call **203** can increase or decrease for a specific amount of time, such as for one second, periodically, such as every five seconds.

[0075] In some embodiments, the acoustic fingerprint **204** can define both a set of frequencies to be applied to the voice call **203** and a set of amplitude changes to be applied to the voice call **203**. The second party **202** can detect the acoustic fingerprint by combining the corresponding detection methods disclosed herein.

[0076] FIG. **3** illustrates a schematic representation of data flow between a first party and a second party during a voice call according to an embodiment.

[0077] In some embodiments, the second party **202** can detect the acoustic fingerprint **204** in the voice call **203** using a device **301** used for the voice call **203**, such as mobile telephone. The device **301** may contain functionality that detects the status of the acoustic fingerprint **204** and informs the user **302** via, for example, a user interface.

[0078] According to an embodiment, the acoustic fingerprint is detected in the voice call **203** by a device **301** used by the user **302** corresponding to the second party **202**, and the method **100** further comprises, in response to detecting the acoustic fingerprint **204** in the voice call **203**, providing, by the device **301**, an indication to the user **302** that the voice call **203** is performed by the first party **201**.

[0079] According to an embodiment, the method **100** further comprises, in response to not detecting the acoustic fingerprint **204** in the voice call **203**, providing, by the device **301**, an alert to the user **302** that the voice call **203** is not performed by the first party **201**.

[0080] According to an embodiment, the device **301** comprises a mobile device.

[0081] The mobile device may comprise, for example, a phone, such as a mobile phone or a smart phone, a laptop computer, a tablet, or any other device capable of receiving a voice call, for

example via a wireless network and/or the internet.

[0082] According to an embodiment, the acoustic fingerprint **204** is detected by software on the mobile device.

[0083] The mobile device may comprise an application for detecting the acoustic fingerprint **204** in the voice call **203**. When the person receives a voice call **203**, the audio stream of the voice call can be provided to the application and the application can analyse the voice call **203** for the presence of the acoustic fingerprint **204** while the user **302** is on the call. The application can, for example, automatically obtain the agreed acoustic fingerprint from, for example, a server. If the acoustic fingerprint in the voice call **203** matches the fingerprint obtained from the server, the application can indicate this to the user **302**. If not, an alarm can be provided.

[0084] According to an embodiment, the acoustic fingerprint **204** is detected in the voice call **203** by a user **302** corresponding to the second party **202**.

[0085] The method **100** may comprise, in response to detecting the acoustic fingerprint **204** in the voice call **203**, the user **302** noticing the absence of the correct acoustic fingerprint.

[0086] For example, if the acoustic fingerprint **204** is an acoustic background noise applied to the voice call **203**, the user **302** can detect the acoustic fingerprint **204** in the voice call **203** by ear.

[0087] FIG. **4** illustrates a schematic representation of data flow between a first party and a second party in an acoustic fingerprint agreement process according to an embodiment.

[0088] According to an embodiment, the agreeing **101** about the acoustic fingerprint between the first party **201** and the second party **202** comprises providing, by the first party **201**, the acoustic fingerprint **204** to a server **401** and obtaining, by the second party **202**, the acoustic fingerprint **204** from the server **401**.

[0089] According to an embodiment, the method **100** further comprises periodically providing, by the first party **201**, an updated acoustic fingerprint to a server **401** and periodically obtaining, by the second party **202**, the updated acoustic fingerprint from the server **401**.

[0090] For example, a person can subscribe to a service of a telecom operator. The person has installed to their mobile telephone a mobile application that comprises the acoustic fingerprint functionality. The mobile application can fetch the acoustic fingerprint **204** from a server **401**. This fingerprint may change periodically, such as once a day, once a week or once a month, and be unique to each user. When a contact centre of the telecom operator calls the person about subscribed services, the contact centre software can insert the correct acoustic fingerprint **204**, such as certain frequencies, code etc. into the voice call **203**. When the person receives the voice call **203**, the audio stream can be forked to the mobile application that analyses the acoustic fingerprint **204**. If the analysed fingerprint matches the fingerprint obtained from the server **401**, the application can indicate this to the user. If not, an alarm can be provided.

[0091] In some embodiments, the agreeing about the acoustic fingerprint can occur via, for example, as human interaction between the first party **201** and the second party **202**. For example, a user corresponding to the second party **202** can visit an establishment of a service provider corresponding to the first party **201** and they can agree about the acoustic fingerprint **204**.

[0092] In another example, a person can subscribe to the service of a telecom operator. The person can agree with the telecom operator about an acoustic background that is used for calls from the telecom operator. For example, clock ticking in the background, waves breaking at a seashore, some music in the background etc. When a contact centre of the telecom operator calls the person about the subscribed services, the person can hear the agreed background by ear and verify at least to some degree about the authenticity of the voice call.

[0093] FIG. **5** illustrates a schematic representation of data flow between a first party and a second party in an acoustic fingerprint agreement process according to an embodiment.

[0094] According to an embodiment, the agreeing **101** about the acoustic fingerprint between the first party **201** and the second party **202** comprises providing a public key **501** of the second party **202** to the first party **201**, wherein the public key **501** of the second party **202** corresponds to a

private key **502** of the second party **202**; encrypting **503**, by the first party **201**, data indicating the acoustic fingerprint **204** using the public key **501** of the second party **202**; transmitting, by the first party **201**, the encrypted data **504** indicating the acoustic fingerprint **204** to the second party **202**; and decrypting **505**, by the second party **202**, the encrypted data **504** indicating the acoustic fingerprint **204** using the private key **502** of the second party **202**.

[0095] The acoustic fingerprint **204** can be agreed using a public/private key approach, for example in a manner disclosed above. For example, when the first party **201**, such as a company, calls the second party **202**, such as a user/customer, a mobile phone of the user can contact a server of the first party **201**, obtain data indicating the acoustic fingerprint **204** encrypted with a public key **501** of the user and then decrypt it using a private key **502** of the user.

[0096] Alternatively, the acoustic fingerprint **204** can be agreed using a public/private key approach in various other manners. For example, the second party **202** may obtain the acoustic fingerprint **204** from the first party **201** and/or a server of the first party **201** using Hypertext Transfer Protocol Secure (HTTPS), Transport Layer Security (TLS), and/or any other protocol that utilises a public/private key approach.

[0097] FIG. **6** illustrates a schematic representation of data flow between a first party and a second party during a voice call according to an embodiment.

[0098] In some embodiments, the acoustic fingerprint **204** can also function as a signature of the first party **201**. For example, the first party **201** can sign a piece of data using a private key **601** of the first party **201**. The signed piece of data can function as the acoustic fingerprint **204** and can be applied to the voice call **203** using, for example, any technique disclosed herein or in some other manner. For example, the acoustic fingerprint **204** can be encoded into the voice call **203** using a set of frequencies, amplitude changes, code-based encoding etc.

[0099] The second party **202** can obtain a public key **602** of the first party **201** corresponding to the private key **601** of the first party **201**. The first party **201** can provide the public key **602** to public distribution using a server or any other means. The second party **202** can also detect the acoustic fingerprint **204** in the voice call **203**. Using the public key **602**, the second party **202** can verify **603** that the acoustic fingerprint **204** has been signed by the first party **201** and that, therefore, the voice call is made by the first party **201**.

[0100] It should be appreciated that the agreeing **101** about the acoustic fingerprint **204** between the first party **201** and the second party **202** is not limited to agreeing about the exact content of the acoustic fingerprint **204**. For example, in the embodiment of FIG. **6**, the first party **201** and the second party **202** only need to agree that the first party **201** will use the private key **601** of the first party **201** to sign the acoustic fingerprint **204** and that the second party **202** should use the public key **602** of the first party **201** to verify **603** the signature in the acoustic fingerprint **204**. On the other hand, in other embodiments, such as in some of those disclosed herein, the first party **201** and the second party **202** can agree **101** about the exact content of the acoustic fingerprint **204**.

[0101] FIG. **7** illustrates a schematic representation of data flow between a first party and a second party during a voice call according to an embodiment.

[0102] An agent **701** of the first party **201**, such as a customer service agent, can make a call to a user **302**, such as a customer, corresponding to the second party **202**. Alternatively, the agent **701** may be a voice bot or a similar automated system.

[0103] Audio of the agent **701** can be conveyed from a telephone **702** to a contact centre system **703**. The contact centre system **703** can add **704** the correct acoustic fingerprint **204** based on, for example, the service the voice call **203** relates to, the user **302**, etc.

[0104] The audio of the agent **701** with the added acoustic fingerprint can be carried over a mobile network **705** to the mobile phone **706** of the user **302**. The mobile phone **706** can comprise software that is configured to detect the acoustic fingerprint **204**. The user **302** can be informed about the status of the acoustic fingerprint **204** in the voice call **203** by the software.

[0105] FIG. **8** illustrates a schematic representation of a system according to an embodiment.

[0106] According to an embodiment, a system **800** for performing the method **100** comprises a first device **810** and a second device **820**.

[0107] The first device **810** can comprise at least one processor **811** and at least one memory **812** including computer program code, the at least one memory **812** and the computer program code being configured to, with the at least one processor **811**, cause the first device **810** to perform the operations of the first party **201**.

[0108] The second device **820** can comprise at least one processor **821** and at least one memory **822** including computer program code, the at least one memory **822** and the computer program code being configured to, with the at least one processor **821**, cause the second device **820** to perform the operations of the second party **202**.

[0109] The at least one processor **811**, **821** may comprise, for example, one or more of various processing devices, such as a co-processor, a microprocessor, a digital signal processor (DSP), a processing circuitry with or without an accompanying DSP, or various other processing devices including integrated circuits such as, for example, an application specific integrated circuit (ASIC), a field programmable gate array (FPGA), a microprocessor unit (MCU), a hardware accelerator, a special-purpose computer chip, or the like.

[0110] The memory **812**, **822** may be configured to store, for example, computer programs and the like. The memory **812**, **822** may comprise one or more volatile memory devices, one or more non-volatile memory devices, and/or a combination of one or more volatile memory devices and non-volatile memory devices. For example, the memory **812**, **822** may be embodied as magnetic storage devices (such as hard disk drives, magnetic tapes, etc.), optical magnetic storage devices, and semiconductor memories (such as mask ROM, PROM (programmable ROM), EPROM (erasable PROM), flash ROM, RAM (random access memory), etc.).

[0111] The devices **810**, **820** may further comprise other components not illustrated in the embodiment of FIG. **8**. The computing devices **810**, **820** may comprise, for example, an input/output bus for connecting the devices **810**, **820** to other devices.

[0112] When the devices **810**, **820** are configured to implement some functionality, some component and/or components of the devices **810**, **820**, such as the at least one processor **811**, **821** and/or the memory **812**, **822**, may be configured to implement this functionality. Furthermore, when the at least one processor **811**, **821** is configured to implement some functionality, this functionality may be implemented using program code comprised, for example, in the memory.

[0113] The devices **810**, **820** may be implemented at least partially using, for example, a computer, some other computing device, or similar.

[0114] The method **100** and/or the system **800** may be utilised in, for example, automatic speech recognition (ASR) application such as in a so-called voicebot. The first party **201** can use a voicebot to call the second party **202**. The first party **201** may correspond to, for example, a company and the second party **202** may correspond to a customer of that company. The voicebot can, for example, ask questions about, for example, basic information from a customer in a customer service situation over the phone, obtain the answers using ASR and interact with the customer. Since such an automated system can raise suspicions in the customer, the method **100** and the system **800** can improve the user experience and improve the security of the call.

[0115] Any range or device value given herein may be extended or altered without losing the effect sought. Also any embodiment may be combined with another embodiment unless explicitly disallowed.

[0116] Although the subject matter has been described in language specific to structural features and/or acts, it is to be understood that the subject matter defined in the appended claims is not necessarily limited to the specific features or acts described above. Rather, the specific features and acts described above are disclosed as examples of implementing the claims and other equivalent features and acts are intended to be within the scope of the claims.

[0117] It will be understood that the benefits and advantages described above may relate to one

embodiment or may relate to several embodiments. The embodiments are not limited to those that solve any or all of the stated problems or those that have any or all of stated benefits and advantages. It will further be understood that reference to ‘an’ item may refer to one or more of those items.

[0118] The steps of the methods described herein may be carried out in any suitable order, or simultaneously where appropriate. Additionally, individual blocks may be deleted from any of the methods without departing from the spirit and scope of the subject matter described herein. Aspects of any of the embodiments described above may be combined with aspects of any of the other embodiments described to form further embodiments without losing the effect sought.

[0119] The term ‘comprising’ is used herein to mean including the method, blocks or elements identified, but that such blocks or elements do not comprise an exclusive list and a method or apparatus may contain additional blocks or elements.

[0120] It will be understood that the above description is given by way of example only and that various modifications may be made by those skilled in the art. The above specification, examples and data provide a complete description of the structure and use of exemplary embodiments. Although various embodiments have been described above with a certain degree of particularity, or with reference to one or more individual embodiments, those skilled in the art could make numerous alterations to the disclosed embodiments without departing from the spirit or scope of this specification.

Claims

1. A method for call security, the method comprising: agreeing, by a first party and a second party, about an acoustic fingerprint between the first party and the second party; performing a voice call, by the first party, calling the second party; applying, by the first party, the acoustic fingerprint to the voice call; and detecting, by the second party, the acoustic fingerprint in the voice call.
2. The method according to claim 1, wherein the acoustic fingerprint is detected in the voice call by: a user corresponding to the second party; and/or a device used by the user corresponding to the second party, and the method further comprises, in response to detecting the acoustic fingerprint in the voice call, providing, by the device, an indication to the user that the voice call is performed by the first party.
3. The method according to claim 2, the method further comprising, in response to not detecting the acoustic fingerprint in the voice call, providing, by the device, an alert to the user that the voice call is not performed by the first party.
4. The method according to claim 2, wherein the device comprises a mobile device.
5. The method according to claim 4, wherein the acoustic fingerprint is detected by software on the mobile device.
6. The method according to claim 1, wherein the agreeing about the acoustic fingerprint between the first party and the second party comprises: providing, by the first party, the acoustic fingerprint to a server; and obtaining, by the second party, the acoustic fingerprint from the server.
7. The method according to claim 6, the method further comprising: periodically providing, by the first party, an updated acoustic fingerprint to a server; and periodically obtaining, by the second party, the updated acoustic fingerprint from the server.
8. The method according to claim 1, wherein the agreeing about the acoustic fingerprint between the first party and the second party comprises: providing a public key of the second party to the first party, wherein the public key of the second party corresponds to a private key of the second party; encrypting, by the first party, data indicating the acoustic fingerprint using the public key of the second party; transmitting, by the first party, the encrypted data indicating the acoustic fingerprint to the second party; and decrypting, by the second party, the encrypted data indicating the acoustic fingerprint using the private key of the second party.

9. The method according to claim 1, wherein the acoustic fingerprint defines a set of frequencies to be applied to the voice call and the detecting the acoustic fingerprint in the voice call comprises: performing, by the second party, spectrum analysis on the voice call; and detecting, by the second party, the set of frequencies defined by the acoustic fingerprint in the voice call based on the spectrum analysis.

10. The method according to claim 1, wherein the acoustic fingerprint defines a set of amplitude changes to be applied to the voice call and the detecting the acoustic fingerprint in the voice call comprises: performing, by the second party, amplitude analysis on the voice call; and detecting, by the second party, the set of amplitude changes defined by the acoustic fingerprint in the voice call.

11. The method according to claim 1, wherein the acoustic fingerprint defines an acoustic background to be applied to the voice call.

12. The method according to claim 1, wherein the acoustic fingerprint comprises a code-based acoustic fingerprint.

13. The method according to claim 12, wherein the code-based acoustic fingerprint defines a frequency hopping pattern to be applied to the voice call.

14. A system for performing the method according to claim 1, the system comprising: a first device comprising at least one processor and at least one memory including computer program code, the at least one memory and the computer program code configured to, with the at least one processor, cause the first device to perform the operations of the first party; and a second device comprising at least one processor and at least one memory including computer program code, the at least one memory and the computer program code configured to, with the at least one processor, cause the second device to perform the operations of the second party.

15. A computer program product comprising program code configured to perform the operations of the first party and/or the operations of the second party of the method according to any of claims 1 when the computer program product is executed on a computer.
