Scam Calls Problem Statement

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Problem Statement

Many bad actors use legitimate means of communication for malicious purposes.

Who is experiencing the problem?

The general population who uses technological communication, with a higher degree of susceptibility in the oldest and youngest members of that population.

What is the problem?

The problem is that anyone who utilizes modern forms of communication (cellphones, email, SMS) experience constant harassment by malicious actors who attempt to trick these users into giving them their money or personal information, leading to a high degree of distrust in unsolicited calls and messages.

Where does the problem present itself?

Primarily in the general population's use of technological communication. Job scams, official business communications, customer services, each of these represent a consistent danger to the general population as they are frequently used as a means to gain access to the user's data and resources. This type of attack and it's consistency make it difficult for the user's ability to utilize online resources like job boards and customer service applications to engage in legitimate business.

Why does it matter?

As the increase in these forms of malicious communication become more and more common, the desire to utilize technology for day-to-day operations consistently decreases. Distrust in the communications that a user engages in will inevitably erode public trust in any form of communication that they engage in and will harm a legitimate business' ability to engage in business in the digital sphere.