



Agenda

2018 Annual Meeting & Summer Educational Event

26-28 June 2018 ~ Chicago, IL, USA

Tuesday, 26 June 2018

9:00am Registration Opens Paris Foyer

9:30am to 11:00am Pre-Conference Workshop Paris South

Digitalization of the Customer Journey and the Impact on Fraud Prevention and Detection

This workshop will look at the changing nature of consumer interaction with telecom companies and how that will impact the approach to fraud prevention. It will also draw on information and insights from some of the latest survey data, as well as utilizing case studies and examples from financial, ecommerce and other markets.



Jason Lane-Sellers, CCSP, ThreatMetrix and CFCA President

12:30pm Welcome and Opening Remarks Paris South

1:00pm to 2:00pm General Session 1 Paris South

Fixing the Phone: Designing Strong Authentication for Telephony

Billions of users trust the telephone network with their most sensitive communications, including commerce, banking, industry, and personal communications. These users trust that the telephone network functions reliably despite the fact that telephones are the instrument of billions of dollars of fraud and abuse annually. This fraud is possible because telephony networks, including landline, cellular, and VoIP, have weak or non-existent abilities to identify and authenticate users. In this talk, we will examine how phone networks are being misused for authentication and secure communications. We will then see how new systems leveraging techniques from networking, cryptography, and signal processing can provide strong authentication of phone calls. These techniques will pave the way for a more trustworthy telephone infrastructure.



*Brad Reaves, Assistant Professor, Department of Computer Science
North Carolina State University*

2:00pm to 2:45pm General Session 2 Paris South

Would You Like Us to Call You Back?

Old Fraud Techniques Target New Customer Service Features, Costing Businesses Revenue and Customers Fraudsters are constant followers, quickly learning and adapting to the latest security tech, finding new ways to target businesses and their customers. It's safe to assume that no one is safe, and we are dealing with a constant game of cat and mouse. Even forward-thinking global customer service brands are at risk. Take Wangiri – an older form of fraud that could easily be targeted to busy customer service centers where businesses now offer a call back option rather than keeping customers waiting. Using fraudulent premium numbers, fraudsters could use this new feature to extract money from contact center businesses and their enterprise customers. This keynote session will address these latest threats to businesses and best practices for protecting their revenue, customers and brand reputation.



Chris Drake, iconectiv

2:45pm to 3:15pm Networking Break

3:15pm to 3:30pm Rapid Fire Paris South
Neural Technologies
An overview of company's products, services or best practices



3:30pm to 4:15pm General Session 3 Paris South
Combating Fraud Using Artificial Intelligence
Every year telecom companies lose billions to fraud and revenue leakage. John Brooks, Head of Presales, Americas from Subex, will present how telecom providers can combat fraud using artificial intelligence, what are the challenges and how fraud management teams can adopt new fraud detection strategies.



John Brooks, Subex

4:15pm to 5:00pm General Session 4 Paris South
Managing a Successful System Migration
As companies change or get larger, the need to integrate legacy applications into newer infrastructure becomes increasingly more important. When building out a roadmap for integration, issues to consider are user training, development planning, and testing & historical data migration. We will review a proven approach for working through a migration without jeopardizing functional, system or data integrity. Important points include training and working with super users for requirement gathering, technical hurdles to anticipate with integration & code reuse, testing in a reliable environment that reflects production quality data adequately and bridging the gap with migrating historical data and live data.



Paul Ireifej, AT&T

5:00pm Adjourn for the Day

5:30pm First Time Attendees Reception Athens
If this is your first time attending a CFCA Educational Event, we invite you to join us at our welcome cocktail reception to meet your Ambassador for the event and to get additional information about CFCA. Join us for an informal meet and greet with the CFCA Board members, Ambassadors, and other first-time attendees.

6:00pm Ice Breaker Reception Athens
This is a wonderful time to meet your fellow attendees and relax! Join us for refreshments and enjoyable conversation! Join us for an informal meet and greet with the CFCA Board members and other attendees and take the time to network with industry experts.

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Wednesday, 27 June 2018

8:00am Breakfast Paris North Central

8:45am to 9:30am CFCA Annual Membership Meeting Paris South
Members only may attend

9:30am to 9:45am Networking Break

9:45am Reconvene and Announcements Paris South

10:00am to 10:45am General Session 5 Paris South

Are Resellers Fraudulent?

This presentation will be a case study for reseller fraud, the problems identified it to cause through our network, the definition of reseller fraud on our network and conduct an open discussion with attendees based on opinion of if this is truly fraudulent activity.



Amber Kerr, Union Wireless

10:45am to 11:00am Rapid Fire Paris South

Subex

An overview of company's products, services or best practices



11:00am to 11:45am General Session 6 Paris South

Regulatory Updates

You won't want to miss the latest news from Washington, D.C. and how it may impact your business.



Kevin Rupy, US Telecom

11:45am to 12:30pm General Session 7 Paris South

Fraud and Identity Insights from Crowd-Sourced Intelligence

Organizations across the globe are seeing significant changes in fraud, with a trend toward cybercriminals building up and leveraging complete identity sets to more convincingly pose as legitimate customers, rather than trying to make a quick buck off stolen credit cards.

This presentation will present data from the analysis of tens of billions of transactions over the last year to show the central role of identity for fighting fraud today – with analysis of attack vectors and the reasons behind spikes in different kinds of fraud, across the customer journey.



Richard Helliar, ThreatMetrix

12:30pm to 1:30pm Lunch Paris North Central

1:30pm to 2:15pm General Session 8 Paris South

Fighting Fraud on Toll Free Numbers

Scammers are getting more and more sophisticated in the ways they attempt to fraudulently separate victims from their money. Scammers have better results when they use a trusted source of communications to make them look legitimate. They have found Toll-Free Numbers (TFNs) a great way to pretend to be a legitimate business, as TFNs are a trust communications source between consumers and business. Since March 2017, when the problem was first brought to our attention by Apple and separately shortly thereafter, Duke Energy, Somos, the Toll-Free Numbering Administrator, has been alerted to more than 2000 TFNs that have been used by scammers pretending to be real businesses. With the help of our customers, Responsible Organizations (Resp Orgs), we have shut these TFNs down, rendering them useless, sometimes within 15 minutes. Somos has held workshops on Toll-Free fraud with this being one of the main topics in 2017 and again in May 2018. Somos would like to walk the CFCA Members through the issue and then open a dialogue to figure out ways to slow or stop the use of TFNs in committing this fraud.



Joel Bernstein and Catherine Palcic, Somos

2:15pm to 3:00pm General Session 9 Paris South

Are Your Customers Real?

In a fast-changing digital world, where customers are expecting seamless digital experience, one of the main challenges of operators and customers alike is securing one's digital identity. This presentation will address the challenges of authentication in the digital world and how to mitigate them by establishing a Cyber-Fraud strategy that includes: Integrating cyber security and fraud, Harnessing SNA (Social Network Analysis), Behavioral anomalies, Biometrics, Leverage crowd-sourcing information, and more.



Hezi Zelevski, Amdocs

3:00pm to 3:30pm Networking Break

3:30pm to 4:15pm General Session 10 Paris South

Engineering Fraud Management

Product Management viewpoint, and case studies, of some high-risk fraud scenarios in a Class 4 and Class 5 environment, what those look like from an engineering perspective and best practices to prevent and monitor. In addition, we will discuss processes for fraud operations and engineering working together to identify and resolve issues and discuss the importance of fraud management from a product development perspective. Engineers will be available after for an open Q&A.



Stacy Graham, Inteliquent and Brandon Robinson, Voyant

4:15pm to 5:00pm General Session 11 Paris South

Successes and Challenges Combating Dialing Fraud

T-Mobile is increasing the use of analytics, machine learning and network treatments to combat dialing fraud. The implementation of these techniques has resulted in both positive successes and significant challenges.



Adrian Lazar Adler, T-Mobile

5:00pm to 5:30pm Knowledge Network 1 Paris South
Open Forum discussion for questions or concerns.

5:30pm Adjourn for the Day

6:00pm to 9:00pm Special Event

Our evening networking event will be held at The Gage, an iconic restaurant located along the Chicago Cultural Mile and steps from Millennium Park & The Art Institute. The Gage takes its name from the Gage Group of buildings Constructed in the late 1800s and now historically landmarked, the buildings housed three milliners, including Gage Brothers & Co. founded by David and George Gage. Gage Brothers & Co. supplied hats to fashionable ladies throughout the U.S. and abroad. The installation in the staircase to the lower level features original early 20th century theater magazine advertisements for Gage hats which were known for their "superb style, sterling quality and superior workmanship." This event will not only have you raving about the food they serve but also about the historic significance of the location.

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Thursday, 28 June 2018

8:00am Breakfast Paris North Central

8:45am Reconvene and Announcements Paris South

9:00am to 9:45am General Session 12 Paris South

Malicious User Agents: Media Sessions and Endpoints

How the attacking entities target and exploit SIP/VoIP network vulnerabilities that result in fraud. Presenters will go through several case studies providing examples of what these exploits look like coming into the network and action they were able to take as a result of identifying them.

REDSHIFT
NETWORKS

MOMENTUM
TELECOM

Tom Fritz, Redshift Networks and Mark Hayes, Momentum Telecom

9:45am to 10:30am General Session 13 Paris South

Modernizing Fraud Defense

While many businesses understand the value of data analysis in fraud prevention, organizing the business for analytics can be challenging. This session reveals how integrating traditional operations with advanced analytics has enabled Enova International to attract and develop top analytics talent and turn fraud defense into a collaborative analytics function. Over time, through combining the latest technologies in decision automation and optimization, Enova has been able to mitigate fraud risk, improve profitability and deliver a better customer experience. Since 2016, Enova has been helping companies achieve similar outcomes through its Enova Decisions brand.

ENOVADECISIONS
Data to Analytics to Action

Joe DeCosmo, Enova International

10:30am to 11:00am Networking Break (Room Checkout Break)

11:00am to 11:15am Rapid Fire Paris South

NextCaller

An overview of company's products, services or best practices

nextcaller

11:15am to 12:00pm General Session 14 Paris South

Synthetic Fraud in the Telecom Industry – How You Are Losing Money to Consumers that Do Not Exist

This session will focus on the \$50Billion/year synthetic fraud problem and how fraudsters are using synthetic fraud to steal millions in handsets each month from wireless carriers.

TransUnion

Jeffrey Ragsdale, TransUnion

12:00pm to 12:30pm Knowledge Network 2 Paris South
Open Forum discussion for questions or concerns.

12:30pm Closing Remarks and Adjourn Conference

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