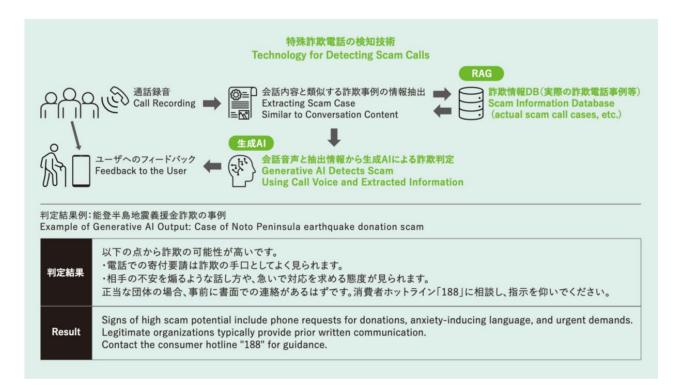
#A15

# Detecting scam calls from conversation content and alerting users Technology for detecting scam calls

## **Background and Technical Challenges**

Scams targeting mainly the elderly have become a serious issue. Traditional methods block phone numbers or detect keywords. However, it is difficult to handle spoofing and increasingly sophisticated scam tactics.



#### **R&D Goals and Outcomes**

Developing generative AI for voice-scam detection using actual scam cases to prevent evolving scam tactics.

### **Key Technologies**

### **01** Core Technologies

Developed a proprietary scam-detection system using actual scam cases and generative AI capable of responding to new scam tactics.

Product Technology Department, Product Marketing Division

#### **02** Key Differentiators

Achieved over 95% accuracy in scam detection using an evaluation audio dataset including new scam tactics, thus able to keep pace with increasingly sophisticated scams.

| Use Cases Communication Services | R&D phase Development              |
|----------------------------------|------------------------------------|
| Technology Schedule FY25-26      | Commercialization Schedule FY25-26 |

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