Claims

1. A fraud detection system comprising:

a call switching means (201) for receiving an incoming call;

a call information extraction means (203) for processing the incoming call to extract call signalling information associated with the incoming call; and

a fraud scoring means (213) for determining a fraud score associated with the incoming call using the extracted call signalling information, the fraud score indicating a likelihood that the incoming call is from a fraudulent caller;

wherein the call switching means (201) is configured to forward the incoming call to one of a number of different destinations based on the fraud score determined by the fraud scoring means (213).

2. The fraud detection system of claim 1, wherein the incoming call has a plurality of associated destinations and wherein the call switching means (201) is configured to select one of the associated destinations based on the determined fraud score.

3. The fraud detection system of claim 1 or 2, further comprising a call signalling information extraction means that is configured to process the extracted call signalling information to determine one or more call trust factors for the incoming call and wherein the fraud scoring means (213) is configured to determine the fraud score for the incoming call using the determined call trust factors for the incoming call, and preferably wherein the call signalling information extraction means is configured to determine whether or not the calling party is hiding a presentation CLI, P-CLI and/or is configured to determine whether or not the signalling information of the incoming call comprises a network CLI, N-CLI.

4. The fraud detection system according to claim 3, wherein the call signalling information comprises multiple data items each depending on an indicated geographic origin and wherein the call information extraction means (203) is configured to compare the geographic origins indicated by the multiple data items to identify any discrepancies there between, and preferably wherein the fraud scoring means (213) is configured to determine a higher fraud score for the incoming call if there are any discrepancies between the geographic origins indicated by the multiple data items.

5. The fraud detection system of any of claims 1 to 3, further comprising an analysis means (207) configured to analyse historical call information to determine trend information and wherein the fraud scoring means (213) is configured to determine the fraud score for the incoming call using the trend information.

6. The fraud detection system of any of claims 1 to 5, wherein the call switching means (201) is configured to associate an identifier with the incoming call and is configured to forward the incoming call to the destination associated with the incoming call together with the determined fraud score and the associated identifier.

7. The fraud detection system of any of claims 1 to 6, comprising a call outcomes database (209) including data for historical calls indicating whether or not the historical calls were fraudulent and preferably wherein the call signalling information identifies a caller or a group of callers having a common geographic origin.

8. The fraud detection system of any of claims 1 to 7, wherein the fraud score is forwarded to the associated destination using any one of:

performing a GET request for the fraud score using an Application Program Interface, API;

injecting the fraud score into the extracted call signalling data in a predetermined format and parameter; and

injecting the fraud score as a spoken call whisper to the called party when the call is answered.

9. The fraud score detection system according to any of claims 1 to 8, wherein the fraud score is forwarded in response to a request from a remote server.

10. A fraud detection method comprising:

receiving an incoming call;

processing the incoming call to extract call signalling information associated with the incoming call;

determining a fraud score associated with the incoming call using the extracted call signalling information, the fraud score indicating a likelihood that the incoming call is from a fraudulent caller; and

forwarding the incoming call to one of a number of different destinations via a telecommunications network based on the determined fraud score.

11. The fraud detection method of claim 10, wherein the incoming call has a plurality of associated destinations and the method further comprising selecting one of the associated destinations based on the determined fraud score.

12. The fraud detection method of claim 10 or 11, further comprising processing the extracted call signalling information to determine one or more call trust factors for the incoming call and determining the fraud score for the incoming call using the determined call trust factors for the incoming call, and preferably further comprising determining whether or not the calling party is hiding a presentation CLI, P-CLI and/or determining whether or not the signalling information of the incoming call comprises a network CLI, N-CLI, and/or determining whether or not a geographic origin of the call is the same as a geographic origin of the destination to which the call is forwarded by the call switching unit.

13 The fraud detection method according to claim 12, wherein the call signalling information comprises multiple data items each depending on an indicated geographic origin and the method further comprising comparing the geographic origins indicated by the multiple data items to identify any discrepancies therebetween, and preferably further comprising determining a higher fraud score for the incoming call if there are any discrepancies between the geographic origins indicated by the multiple data items.

14. The fraud detection method of any of claims 10 to 13, further comprising analysing historical call information to determine trend information and determining the fraud score for the incoming call using the trend information, or further comprising associating an identifier with the incoming call and forwarding the incoming call to the destination associated with the incoming call together with the determined fraud score and the associated identifier, or comprising a call outcomes database (209) including data for historical calls indicating whether or not the historical calls were fraudulent and wherein the call origin signalling information identifies a caller or a group of callers having a common geographic origin.

15. A computer program product comprising computer implemented instructions which, when run on a programmable computer device, cause the programmable computer device to perform the method of any of claims 10 to 14.