TeleSign

Number Masking

Create and manage private conversation sessions between two parties to enable time-sensitive secure communications.

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QUICKLY ENABLE PRIVATE, SECURE COMMUNICATIONS BETWEEN TWO USERS INTO BUSINESS WORKFLOWS

TeleSign Number Masking is a free service*, using cloud communications APIs, that allow the ability for two parties to communicate with each other for a short period of time over Voice and SMS without exposing their actual phone numbers. This enables the two parties to accomplish the task at hand without unnecessarily exposing any private information.

Allow communications on the best voice network# available at the highest quality with unmatched global pricing.

ANONYMOUS SESSIONS
Create unlimited anonymous sessions between two parties that allow them to communicate without revealing private information.

MULTI-CHANNEL
Enable SMS only, Voice only, or SMS and Voice sessions.

MANAGE COMMUNICATIONS
Set a session expiration timer and manage calls and SMS message sent to expired sessions (such as redirecting to support).

GEO-MATCHING
Geo-match phone numbers to masked numbers to increase chances of communication.

MANAGING SESSIONS
Choose from the two available options:

a. Allow TeleSign to manage the sessions completely.

b. Manage the sessions yourself and build anonymous communications using TeleSign's SMS and Voice APIs.

TeleSign

BENEFITS

PROTECT USERS' IDENTITY
Customers are more comfortable to engage if their identities are protected

REAL-TIME INFORMATION
Track SMS and Voice content and history in real time

GLOBAL COVERAGE
TeleSign supports direct connections to 700+ mobile and fixed network operators worldwide

DETECT AND MINIMIZE ABUSE
Improve customer satisfaction by analyzing content of every message exchanged, detecting abuse and minimizing it

salesforce

"We needed a partner that could scale to support our ever expanding global footprint. TeleSign delivered the scale we were looking for."

CHUCK MORTIMORE
VP, PRODUCT MANAGEMENT, SALESFORCE

HOW IT WORKS

DRIVER   SESSION REQUESTED   SESSION CREATED & MANAGED   SESSION ACTIVATED

TeleSign • SESSION MANAGEMENT • NUMBER MASKING API • SENDERID MANAGEMENT • MESSAGING PLATFORM • CONVERSATION MANAGEMENT

DRIVER   CONSUMER

A food delivery marketplace wants to give the driver and consumer the option to use SMS and Voice calls to exchange relevant information such as order status, drop-off location. To ensure the communication stays within the marketplace's platform and not to disclose identity, it is essential to mask the phone numbers between the two parties.

1. The delivery driver wants to text or call the recipient to confirm the drop off location.

2. Using the Number Masking service, the food delivery marketplace sends a POST request to TeleSign to setup a session between the two phone numbers.

3. The food delivery business receives information about the session and each number (the business can either choose to manage the session themselves or TeleSign can manage on their behalf).

4. The bridge is now set between the driver and the consumer. When calls or messages are sent, only TeleSign and the food delivery business have access to the information.

Our platform connects and protects online experiences with sophisticated customer identity and engagement solutions. Through APIs that deliver user verification, data insights, and communications, we solve today's unique customer challenges by bridging your business to the complex world of global telecommunications.

For more information, please visit **www.telesign.com** | **@TeleSign**

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