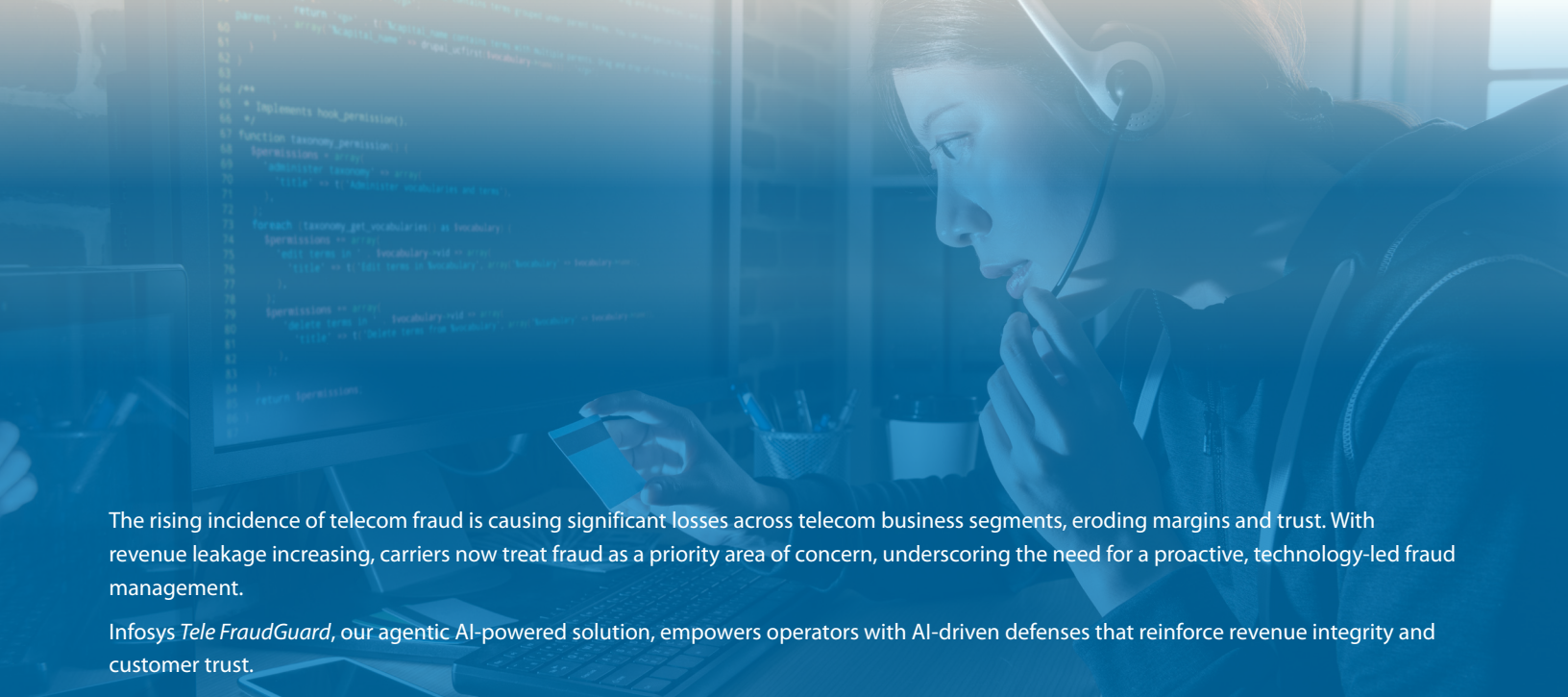


INFOSYS TELE FRAUDGUARD –
SMARTER DETECTION.
STRONGER PROTECTION.



Infosys®
Navigate your next



The rising incidence of telecom fraud is causing significant losses across telecom business segments, eroding margins and trust. With revenue leakage increasing, carriers now treat fraud as a priority area of concern, underscoring the need for a proactive, technology-led fraud management.

Infosys *Tele FraudGuard*, our agentic AI-powered solution, empowers operators with AI-driven defenses that reinforce revenue integrity and customer trust.

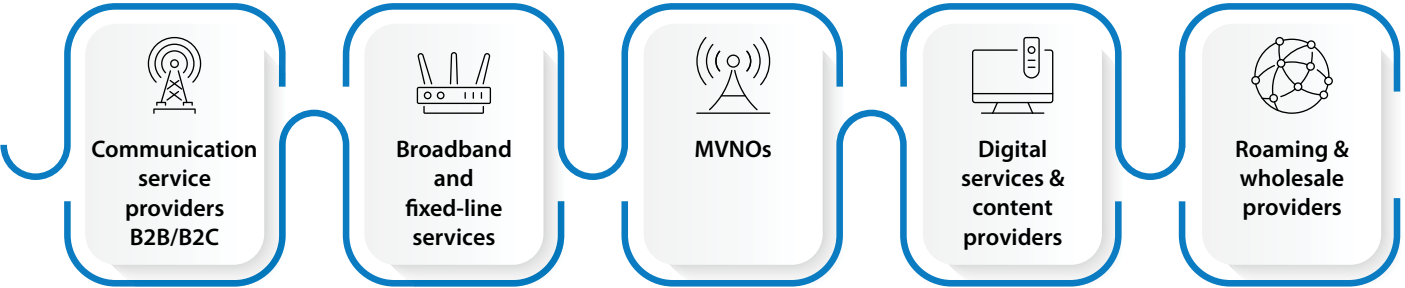
Four Industry Realities Putting Telecom Revenue at Risk

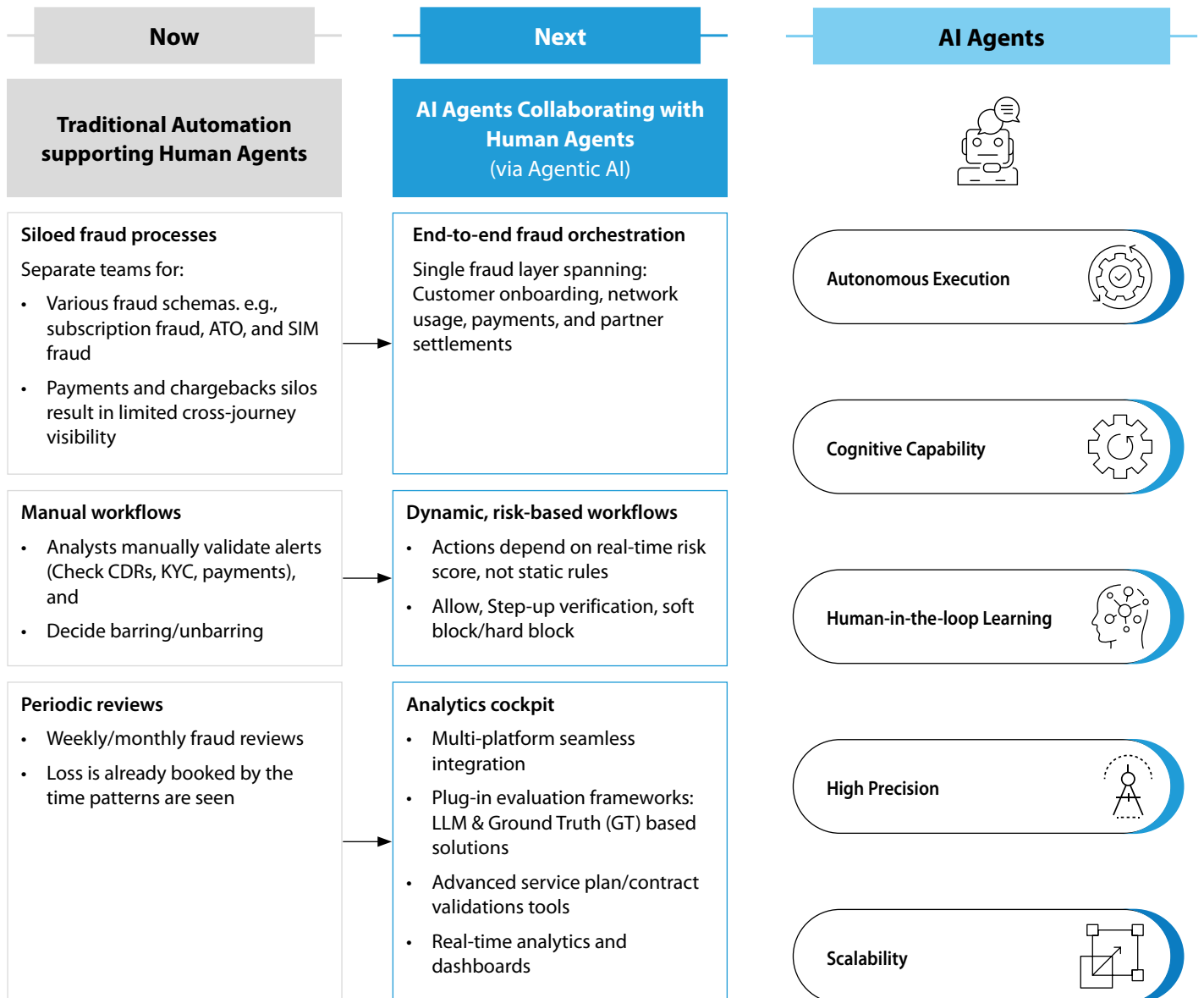
High-value exposure	The high-value services make isolated fraud events too costly, often triggering outsized financial losses.
Complex and expanding product portfolios	Diverse portfolios across voice, data, IoT, cloud, and digital create multiple fraud touchpoints.
False positives & operational overload	False-positives disrupt genuine customers, drain analyst bandwidth, and drive up OPEX by slowing case resolution.
Limited visibility	Batch-based detection and limited real-time analytics leave operators exposed to fast-moving fraud.

Future-Ready Fraud Management and Revenue Assurance Powered by Agentic AI

Infosys *Tele FraudGuard* is a unified agentic AI-powered framework that enables autonomous operations, transforming fraud management operations and revenue assurance across segments.

Telecom Segments We Serve

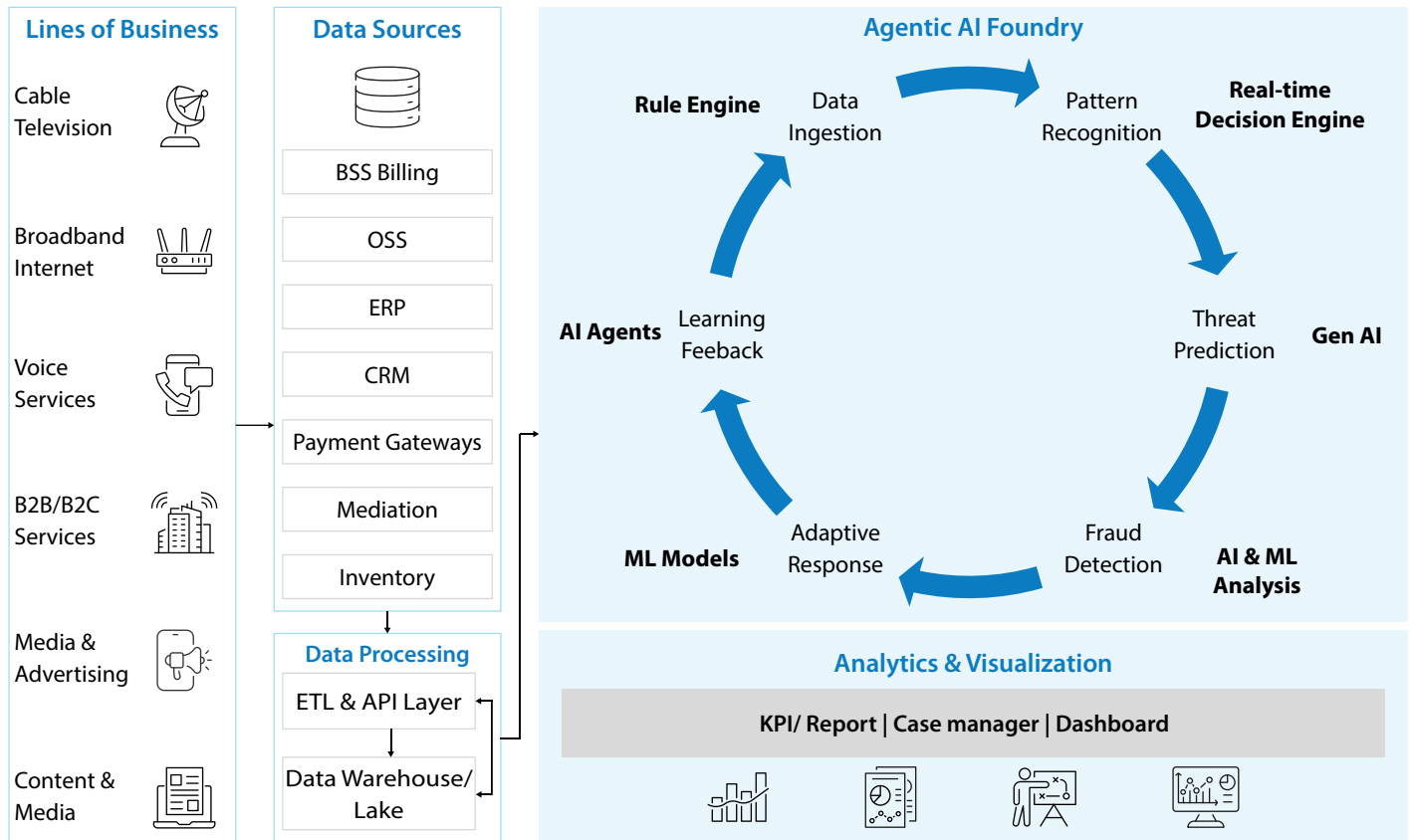




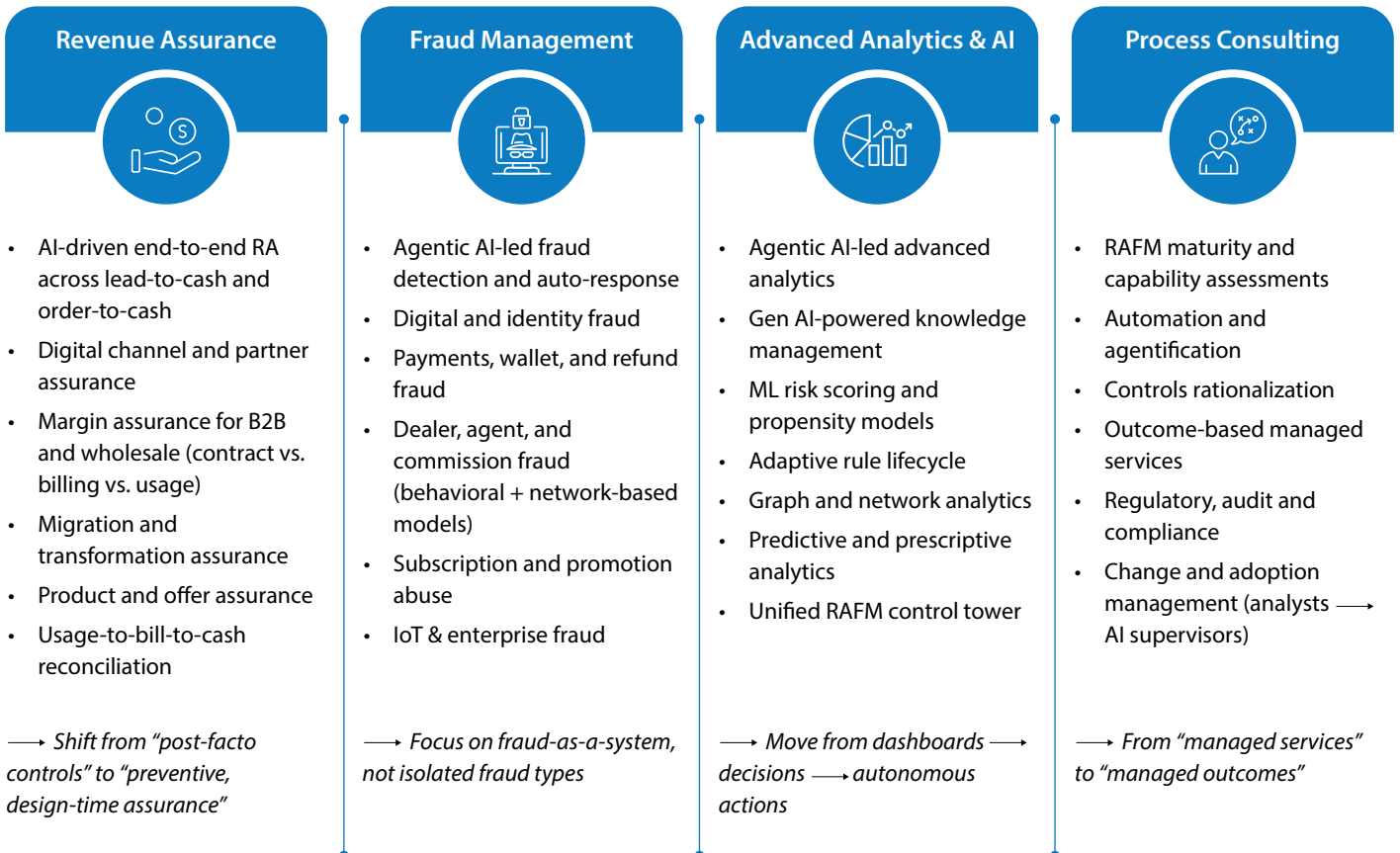
The solution's core is powered by *Infosys Agentic AI Foundry*, which brings together Agent Builder, AgentPro, real-time rule-engine, and AI/ML analytics to orchestrate seamless automation across operational workflows.



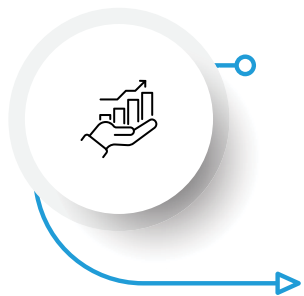
Solution Architecture



Solution Stack

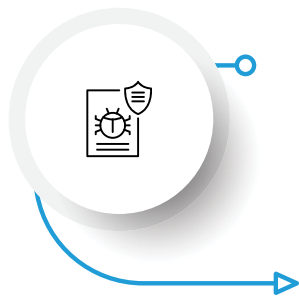


Business Outcomes at a Glance



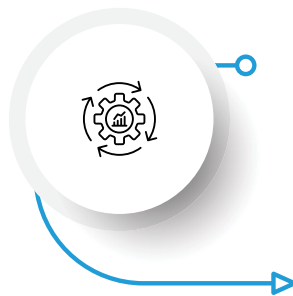
Revenue impact

75% reduction in fraud losses, contributing to 1% revenue uplift



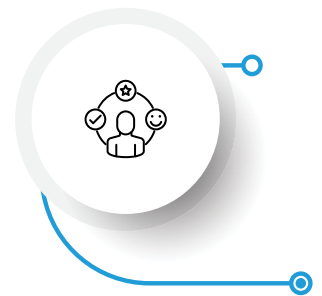
Fraud coverage and mitigation

90% fraud coverage with 80% reduction in false positives



Operational efficiency

90% faster case cycles through Agentic AI-driven operations



Customer experience

Enhanced loyalty and retention with improved NPS/CSAT

Success Stories

For a Tier1 Australian Telco,

improper sales practices were creating dissatisfaction, driving customer churn and commission losses.

Infosys intervention:

- Detected Collusion and commission fraud using ML models
- Stored profiling based on filmography, location, and risk scores
- Established continuous feedback loop from store and back end

Tangible benefits:

- 400K AUD recovered in claw back
- 3.2M AUD identified in loss and remediation
- 100% review feedback impacting NPS positively

For a Tier1 American Telco,

an increase in chargebacks required prompt and well-documented resolution.

Infosys intervention:

- Eliminated three NVA steps through automation to shorten chargeback reversal cycles
- Developed transaction and escalation models with continuous monitoring

Tangible benefits:

- 50% drop in cycle time (from 10 days to 5 days)
- AHT reduced in chargeback reversals leading to ~\$28K gain share to client.
- Billing automation delivering a ~\$40K in annual projected impact

Contact Information

Contact us for more information and a free expert consultation on how Infosys can help you achieve your goals.

For more information, contact infosysbpm@infosys.com



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