Vishing is the phone’s version of email phishing and uses automated voice messages to steal confidential information. The term is a combination of “voice” and “phishing.”

KnowBe4 allows you to send this type of simulated phone attacks to your users. These attacks try to trick an employee into giving out confidential information via a phone call. Vishing attacks use a spoofed caller ID, which can make the attack look like it comes from either a known number or perhaps an 800-number that might cause the employee to pick up the phone. Vishing often uses VoIP technology to make the calls.

How Can You Protect Yourself from Vishing Scams?

• Do not respond to telephone, text, or email requests for personal financial information. If you are concerned, call the financial institution directly, using the phone number that appears on the back of your credit card or on your monthly statement.

• Never click on the link in an unsolicited commercial email.

• Speak only with live persons when providing account information.

• Install software that can tell you whether you are on a secure or fake website.

• Regularly monitor your credit reports from the 3 credit bureaus.

KnowBe4 Vishing Security Tests (VST)

KnowBe4’s vishing supports both domestic and international numbers, with an easy-to-use interface that is similar to the phishing templates section in the KnowBe4 console.

You have the ability to use text to speech, upload your own custom audio, and create your own vishing templates. Set vishing campaigns to wait for prompts and then wait for users to do something and then that is the point of failure:

• Make your own custom failure message
• Point of failure training messages
• Numbers are geolocated, just like the bad guys are doing it

With over 200 built-in vishing templates across 21 different languages you are able to deliver random and full random vishing, and specify the time period that you want calls to go out. Pick a category of vishing templates and randomly vish your users!

Vishing is included in Gold, Platinum, and Diamond subscription levels.

Read the documentation here:

https://support.knowbe4.com/hc/en-us/articles/227567968-Vishing