

Voice Phishing Setup

How To Get Started



Simulated voice phishing lets you test how employees respond to real-world social engineering over the phone. AI-powered calls replicate social engineering techniques in real time and are delivered only to users who have completed a double opt in process, first by consenting via email and then confirming via SMS.

Activation Steps

- 1** Notify CanIPhish of your interest to [activate voice phishing](#).
- 2** Sign the DocuSign agreement authorizing CanIPhish to simulate calls on your behalf.
- 3** CanIPhish enables the feature on your account and you'll receive a welcome email.
- 4** Ensure phone numbers are populated in your employee lists for all employees you wish to engage with.
- 5** Verify numbers under: **Employees > Verification > Phone Number Verification**
- 6** Double opt-in consent notifications delivered

How It Differs From Email Phishing

- Targets phones only
- Requires double opt-in (email + SMS)
- Fully AI-powered

Why Double Opt-In Consent Is Required

- Legal compliance with spam laws
- Ethical delivery of phone-based simulations
- Avoids misuse or accidental delivery

Key Limitations

- Only works in supported regions
- Users are required to opt in before receiving calls
- Call audio is not recorded or transcribed for privacy purposes

How to Opt-Out a User

As an IT or Security Administrator, you can remove a user from voice phishing simulations using any of the following methods:

- **Manual removal via platform:** Remove the user from eligible simulation lists directly within the CanIPhish dashboard.
- **SMS-based opt-out:** If the user replies to the opt-in SMS with STOP or UNSUBSCRIBE, their number will be automatically excluded from future campaigns. SMS numbers may vary by region.
- **Voice opt-out during a call:** If the user says "stop calling me" during a simulated call, the AI will confirm and request a verbal "yes" to complete the opt-out.
- **Support request:** Email support@caniphish.com with the user's phone number to request a manual opt-out.