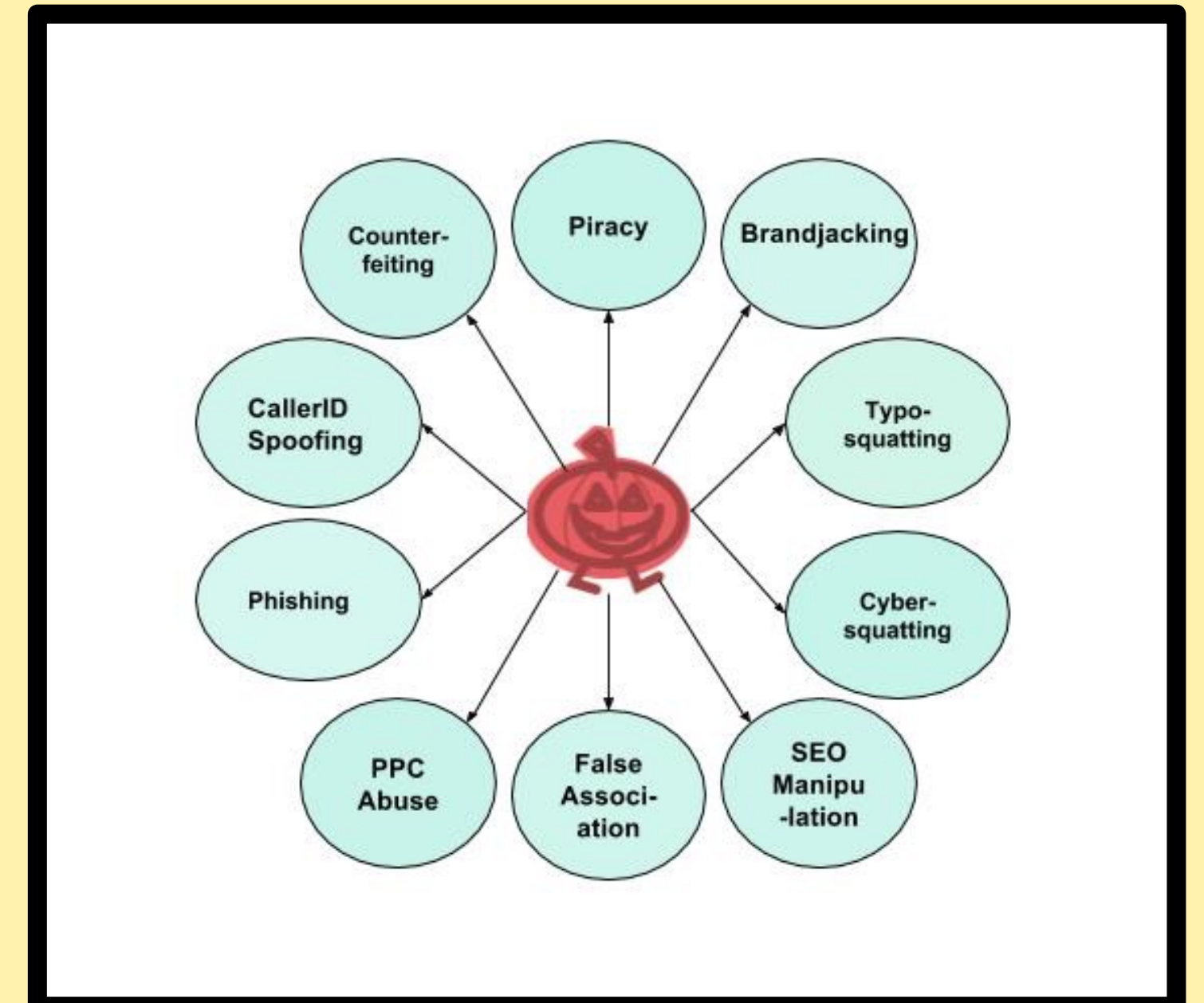


Exposing and Mitigating Cross-Channel Attacks

PIs: Mustaque Ahamad and Manos Antonakakis, Georgia Institute of Technology

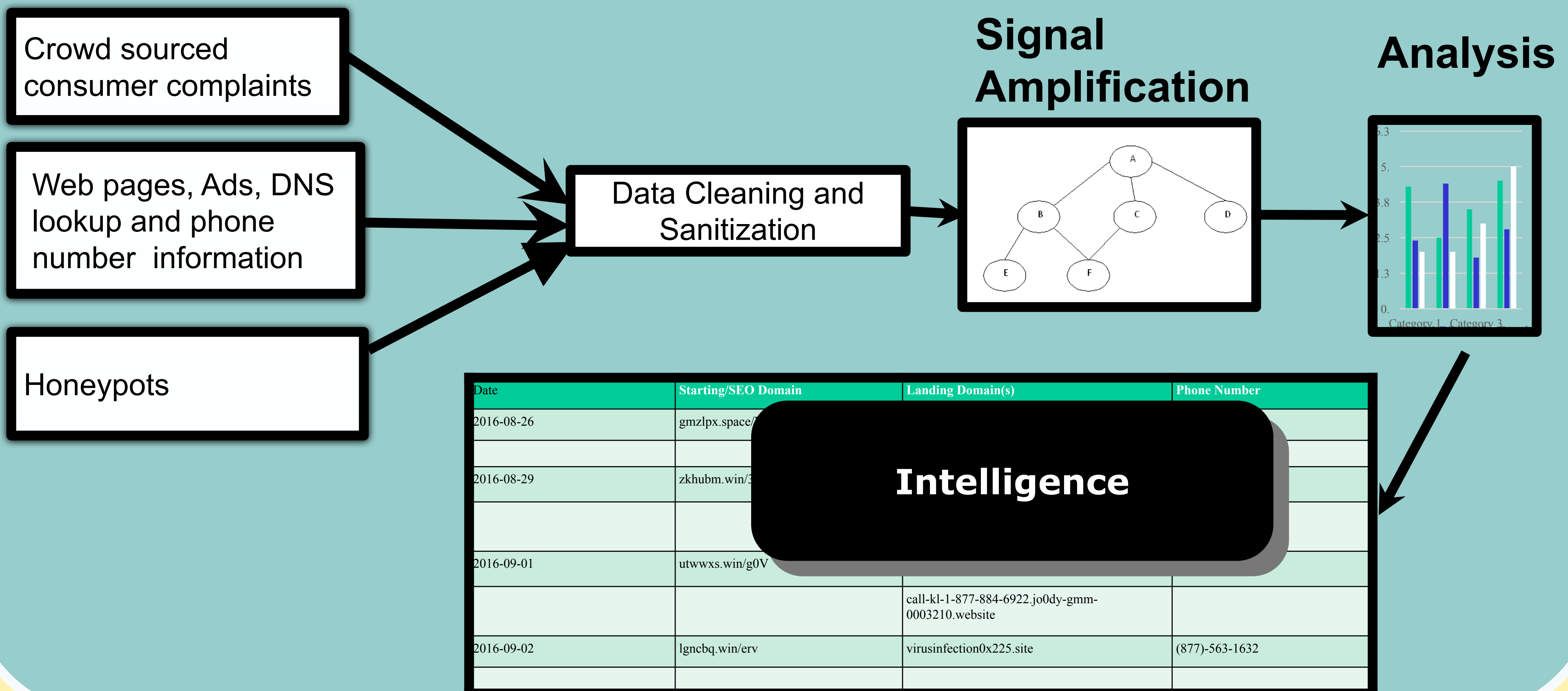
Cross-Channel Threat Landscape

- **Increased attack surface with the convergence of phone and web channels:** These channels can be used together to target ordinary citizens and to breach enterprises. Current solutions lack the ability to effectively detect and mitigate attacks that exploit weaknesses across both of these channels.
- **Lack of threat correlation across phone and web channels & need for such intelligence sharing:** Need for better data-driven detection algorithms that connect the dots. Attacks are not isolated and will eventually grow into large campaigns, hence stakeholders must work together and learn from past incidents.
- **Numerous Examples:** “After ruining Microsoft’s reputation, tech support scammers go after Apple” OR “Cyber criminals use phone calls for account takeovers”



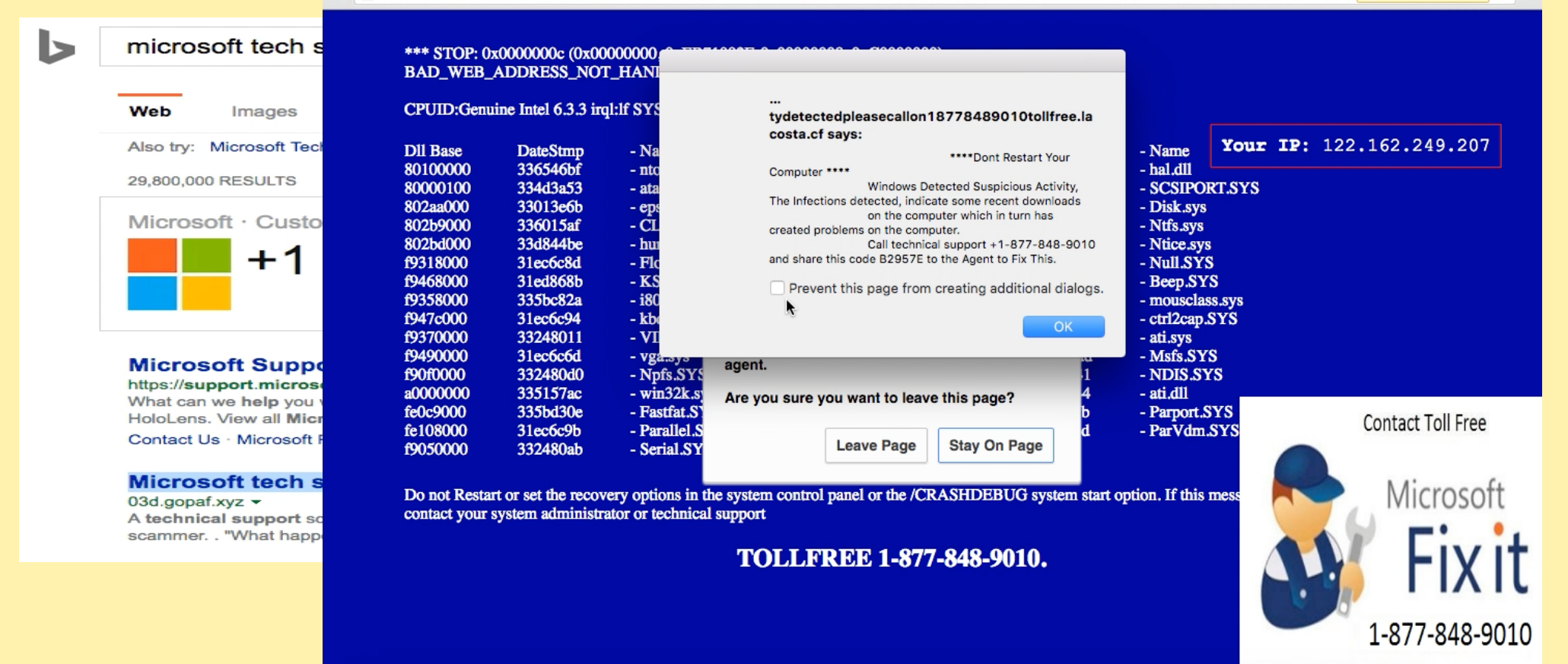
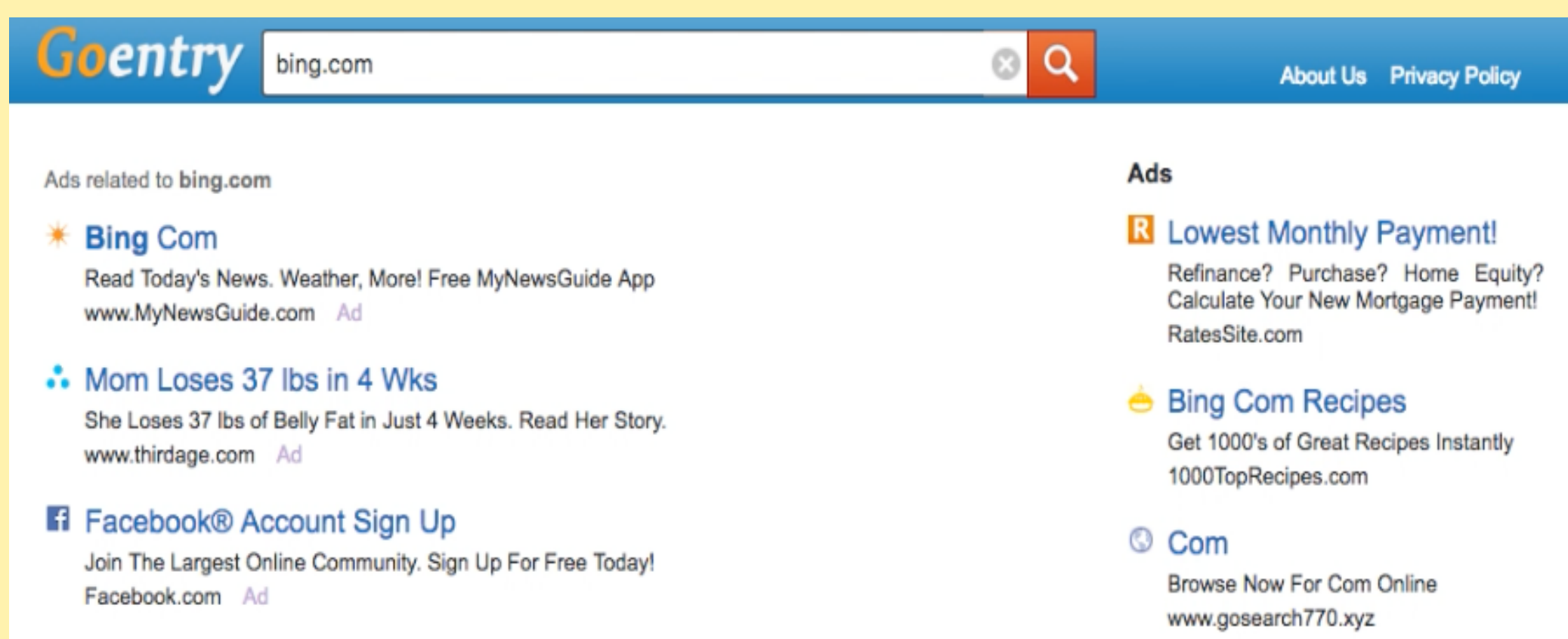
Data Sources

Approach



- Discovered a network of shady search engines created and operated by scammers that serve technical support scam advertisements.

- Tech support Scams, which are notorious for abusing global technology brands, employ malicious infrastructure that was not detected previously.



Interested in meeting the PIs? Attach post-it note below!