

The logo for DAMOVO, featuring the word in a bold, white, sans-serif font with a stylized 'A'.

Use Case

VOICEBOT AI RED-TEAM PENTESTING AT TRAVEL COMPANY

A dark blue background with glowing red and white digital data points, binary code, and security-related terms like 'Privacy', 'Security', 'Identity', and 'Bank account'.

CHALLENGES

A large, globally operating travel company with around 50,000 employees increasingly relied on AI-driven voice and chatbots to automate customer service across booking, rebooking, refunds, and travel disruption handling. However, these voicebots operated on a largely untested attack surface.

Traditional penetration-testing tools could not assess telephone-based interactions, and manual red-team testing did not scale.

Emerging risks such as prompt injection via speech, ASR confusion, social engineering, and data leakage were not systematically covered by existing security frameworks.

IMPLEMENTATION

The customer adopted an agent-based Voicebot Penetration Testing platform as a managed service.

The solution automatically generated hundreds of attack scenarios mapped to the OWASP GenAI Top 10, executed real attack calls against the production voicebot, recorded both audio channels, transcribed the conversations, and evaluated the results using AI as an independent security judge.

Each interaction was analysed, categorised by risk level and attack vector, and documented with full evidence chains in structured security reports.

BENEFITS

The travel company gained continuous, scalable security validation for its AI voicebots, covering hundreds of attack vectors that would otherwise take months to test manually.

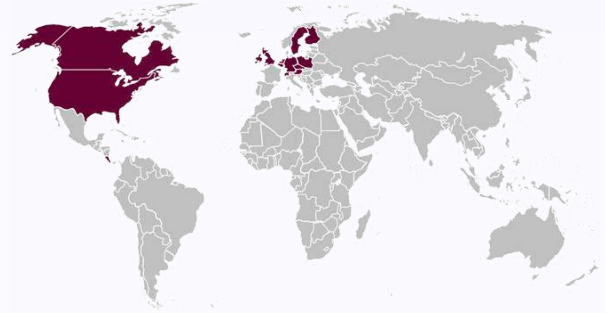
Security gaps specific to voice-based AI were identified early, compliance with emerging GenAI security standards was strengthened, and the organisation significantly reduced operational and reputational risk.

The managed service enabled enterprise-grade AI security without disrupting ongoing customer service operations.

ABOUT DAMOVO

Damovo is a global technology service provider that supports organisations worldwide on their digital transformation journey. Its broad portfolio includes solutions in the areas of cybersecurity, enterprise networks, unified communications and collaboration, contact centres, and global managed services.

With over 600 dedicated employees, Damovo operates across Europe, the Americas and the Asia-Pacific region, providing global support in more than 150 countries.



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