



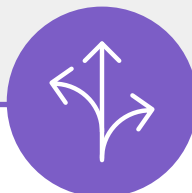
Trustera Builds Trust

A CONTACT CENTER COMPLIANCE CHECKLIST FOR CISOs AND PRIVACY OFFICERS

As a CISO, you've invested heavily in threat prevention, securing data, and addressing numerous vulnerabilities.



But what about addressing risk from the spoken information and unstructured data that's collected in your contact center?



With customer experience models rapidly evolving, many CISOs indicate that they struggle to complete or maintain comprehensive vulnerability assessments in their contact centers.



Use this checklist to help you assess organizational risks surrounding PCI and PII in the contact center.



Contact Center Risks

Answer the following questions as they pertain to each scenario of your contact center organization—**onsite workers, work-from-home (WFH) employees, and outsourced BPO partners.**

- Do you know the fraud risk associated with each scenario?
- Do your call recordings contain sensitive customer information including PCI or PII?
- When was the last time you conducted a risk assessment?
- Are you using a technology that requires the agent to take an action to cleanse the data?
- Have you evaluated that risk for each scenario?
- Who has access to call recordings?
- Do you have Acceptable Use and Clean Desk policies for each scenario?
- Are the PCI recordings flagged as such?
- Have you applied these policies?
- Are the call recordings used for training or passed to a third party to analyze agent productivity?
- How have you verified that remote workers are adhering to them?
- If an attacker were to access your call logs or call recordings, would they be able to retrieve PCI, PII, or other sensitive information?
- Do you know which agents are taking payment card data over the phone in each scenario?
- Are you able to keep workstations out of PCI scope?
- Do you have a monitoring plan for PCI compliance?
- What solutions are you using to avoid PCI being mishandled or compromised?



Brand Exposure Risks

- Most security breaches don't make the media. What would it cost your brand if the press were to broadcast a security breach within your organization?
- How much work and pressure would media coverage add to your internal teams?
- Can you calculate the reputational risk cost of the long-term impact to brand equity, not just the initial data breach?



Data Privacy/Inventory Risks

- If asked to demonstrate your organization's adherence to GDPR, CCPA, and other regulatory requirements, how confident are you that your data inventory is current?
- Do you know about all the data you hold, the ways that it's used, and where it lives?
- Are you looking for ways to both reduce the liability of holding sensitive information and positively impact your cybersecurity insurance premium?