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Thread: [Hacking Call Center | Threats to call contact center](#)

nor_coder - January 6, 2011, 10:09 pm

These days every corporate Information Technology group faces its cut of cyber security threats from the non authenticated outside hacking world. But the main problem is that contact centers(having critical personal details) face double the danger,as we know since all private/confidential data thieves likely lurk in their own target ranks as well.

So when you group an employment revolving door step with easy access to sensitive customer information, having social security numbers, credit card numbers and financial information(Company Credit n Debiat details) , you have a critical explosive situation that can blast any time.Even after these risks the worst part is , some experts says that contact-center (Call Centers) industry has been slow to level up its security standards and policies. They are trying to minimize the overall cost of calls mostly but as usually neglect the most important phase "Security".

As we seen a recent dramatic increase in identity theft might lead to major changes, however.here we have California which becomes the first state to gave pain to companies having sensitive customer data which was compromised, and more legislation has been proposed at the state and national levels. This trend may culminate in new security standards — and higher costs — for both internal and contract contact centers. So now the bottom line is that if we talk about Indian Contact Centres or call centers having a large database of critical information and other stuff it will be very hard to adapt security policies becuase people here dont want a Big change J that's the main problem we have and again companies thinks that paying on security is like throwing money in well.

Pittsburgh_Steelers - January 6, 2011, 10:11 pm

what do you want us to do? stop it lol