

Compliant Insider Threat Protection for **Call Centers**



Call centers are prime targets for insider threats. Between widespread agent access to customer data, a reliance on remote work, high turnover and growing vulnerabilities to inbound call fraud, call centers need complete visibility into agent behavior and a proactive solution to detect and prevent accidental or malicious risks.

Did You Know?

30% of call center agents can **access customer information** without being on a call while 5% of call center agents have **intentionally participated in fraud**

✓ **Get Early Warnings of Risky Activity**

Track how call center staff are accessing data and what they do between calls

✓ **Detect Fraud, Theft and Insider Threats**

Identify behavioral threats like false account opening, time theft and copying customer data

✓ **Combat Negligence and Accidental Loss**

Automatically block agent behaviors like unsecure data sharing and deleting files

✓ **Safeguard Sensitive Customer PII**

Automatically discover and classify privacy data like SSN, credit card and account numbers

✓ **Protect Agents from Social Engineering**

Prevent agents from inadvertently falling victim to social engineering, BEC, phishing, and scams

✓ **Monitor Specialized Call Center Solutions & Workflows for Discrepancies**

Analyze agent workflows in ACD, CTI, VoIP and IVR solutions or custom-built solutions

✓ **Block Risks Imposed by WFH Employees**

Boost remote employee security using RDP restriction, session host controls and more

✓ **Avoid Vulnerabilities from High Turnover**

Apply a special risk watchlist and track for signs of disengagement and resignation intention

"Teramind has been a game changer for investigations. The fraudsters we found knew they were being monitored, and were careful not to leave traces behind but Teramind's recordings still caught them in the act" -Holney D.

See the details at www.teramind.co



Comprehensive UAM and Behavior Analytics for Call Centers

- Activity monitoring of 15+ system objects
- Real-time Risk Analysis and UEBA
- In-App Field Parsing of custom apps
- Intuitive, easy-to-use BI Dashboard
- Behavior Rules and Policies with Automated Alerts and Responses
- Screen recordings and immutable logs for irrefutable audit evidence
- Patented OCR technology for data discovery
- Identity Management and RBAC controls
- 300+ prebuilt rules relating to PII, PFI, GDPR, HIPAA, PCI and more
- Completely customizable for any use case
- Seamlessly integrates with your existing SIEM
- Scalable to fit seasonal staffing needs
- Terminal Server Monitoring and Third Party Risk Management
- On-Prem, Cloud, and Private Cloud deployments
- ISO 27001 Certified Platform, Conforms with NIST Cybersecurity Framework

Proven Insider Threat, Fraud and Compliance Solution

"The data gathered by Teramind helped us detect potential security threats, and its level of reporting and control over user access makes it stand out from the competition."

- Global Call Center Customer

"Teramind is a very comprehensive monitoring system with plenty of customization. If you want to implement a monitoring security application, I would say Teramind is your best bet"

- Yuri S.



To learn more about Teramind, **book a demo** with our sales team by scanning the QR code →



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