

Vulnerability Assessment

Although the majority of the media attention is focused on internet security, call centers are potentially vulnerable to two security threats: 1) the acquisition of user profile information through pre-texting and 2) social engineering (identity theft), and fraudulent transactions executed over the phone (fraud). This service assesses the current level of vulnerability of your call center against these threats and identifies key areas of improvement, if needed.

Vulnerability Snapshot

Combines key stakeholder interviews, direct service observations, document review and data analysis to produce an assessment of existing identification and authentication processes, their strengths and weaknesses, overall risk to the enterprise and prescribed measures to reduce risk. Assessment applies our proprietary security evaluation process to provide details in each of the following identification and authentication tokens:

- Ease of imposter acquisition
- Consumer usability
- Population and accuracy in the database
- Usability in public
- Recognition accuracy

The deliverable is a vulnerability report detailing your caller identification and authentication tokens and the security metric of each. It will compare your security policies to the norm for North American call centers and recommend areas of improvement.

The Vulnerability Snapshot service is typically completed over a 2-week period and is priced at \$15,000.

Full Vulnerability Assessment

Includes Vulnerability Snapshot as a baseline, adding validation and testing of the existing procedures, using management approved test accounts and a series of staged user and social engineering calls into the call center. It also includes a data analysis of your authentication tokens and their population in production databases.

The results are gathered into a report that includes:

- Authentication token security metrics & relative performance
- Observed policy compliance during peak and non-peak periods
- Success rate of social engineering call attempts
- Recommendations to improve phone security.

The Full Vulnerability Assessment service typically takes 4 weeks to complete and is priced at \$25,000.