

Your Call Center Security Checklist

Great choice downloading and completing the Call Center Security Checklist! You're on your way to a more thorough security strategy for your contact center. We recommend having all the listed security measures in place so any No boxes you tick should be considered next steps towards a more comprehensive security strategy.



On-Site Protection

Security Measure	Yes	No
Fob access to office		
Desk drawer locks		
Guest sign-in and -out at reception		
Laptop locks		
Document shred boxes		
Filing cabinet locks		

Software and Technology

Security Measure	Yes	No
Regular penetration tests		
Regular password resets		
Multi-factor authentication for employee logins		
Firewalls on all systems		
Data encryption for all sensitive information		
Cloud data backups		
Role-based logins		

Procedures, Plans, and Training

Security Measure	Yes	No
Cyberattack response plans		
Ongoing mandatory cybersecurity training sessions		
Phishing email alerts		
Accessible cybersecurity reference materials		

Need an easy way to evaluate agent performance?
Check out our [Contact Center Score Card](#).