

## Best Practices



# Contact Center Security: Fraud, Governance, and Compliance

Fraud is pervasive. By one recent estimate, contact centers are involved in 60% of fraud, either outright or through fraud mining and reconnaissance. An equal number of contact centers report increasing fraudulent activity, new types of attacks, and negative impacts on their bottom line.

What are the major areas of risk, how can those risks be mitigated, and what types of fraudulent activity have been monitored in recent months?

Contribute your recommendations to help our readers secure their data, authenticate customers quickly, and harden the security of their contact centers from ever more ingenious scams.

*Live Roundtable Webcast: October 25, 2023*

Published in **July/Aug** CRM magazine | Content Due: **July 25** | Marketed in **August**

Also Marketed in August: ■ **Reimagining Customer Experience**

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**Humans and their Chatbots:** AI-Assisted Answers for Everyone

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**Agent Experience:** Enhancing CX From the Inside Out

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