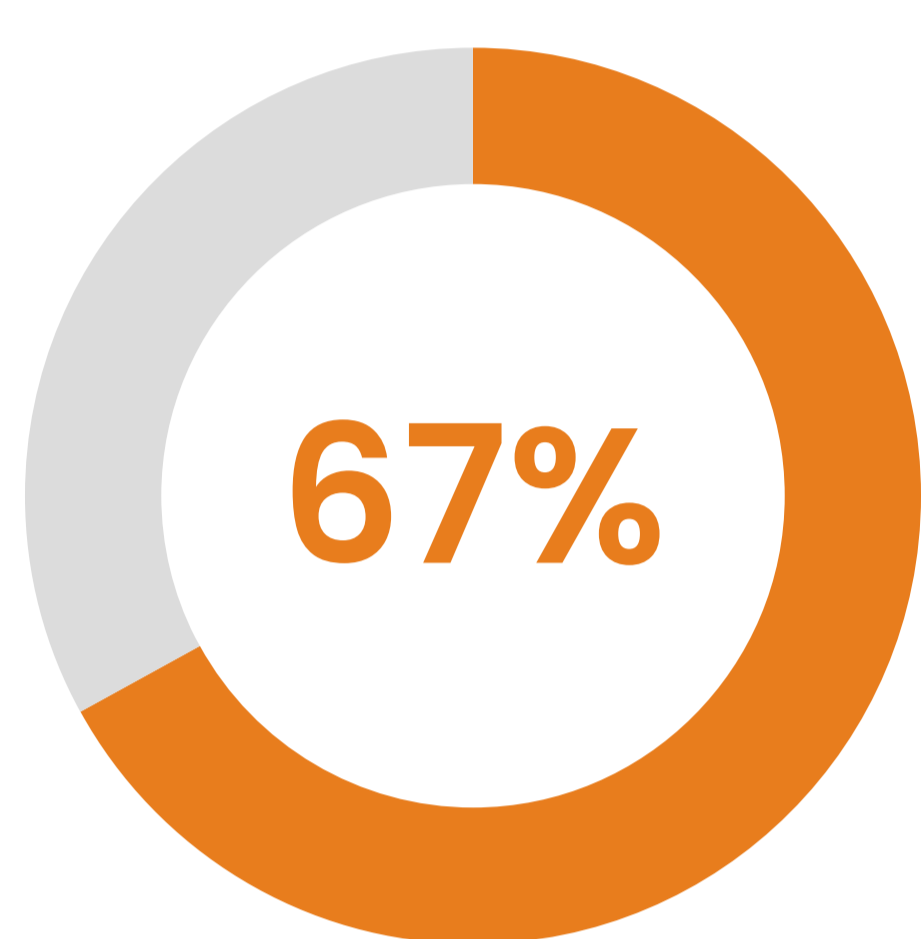


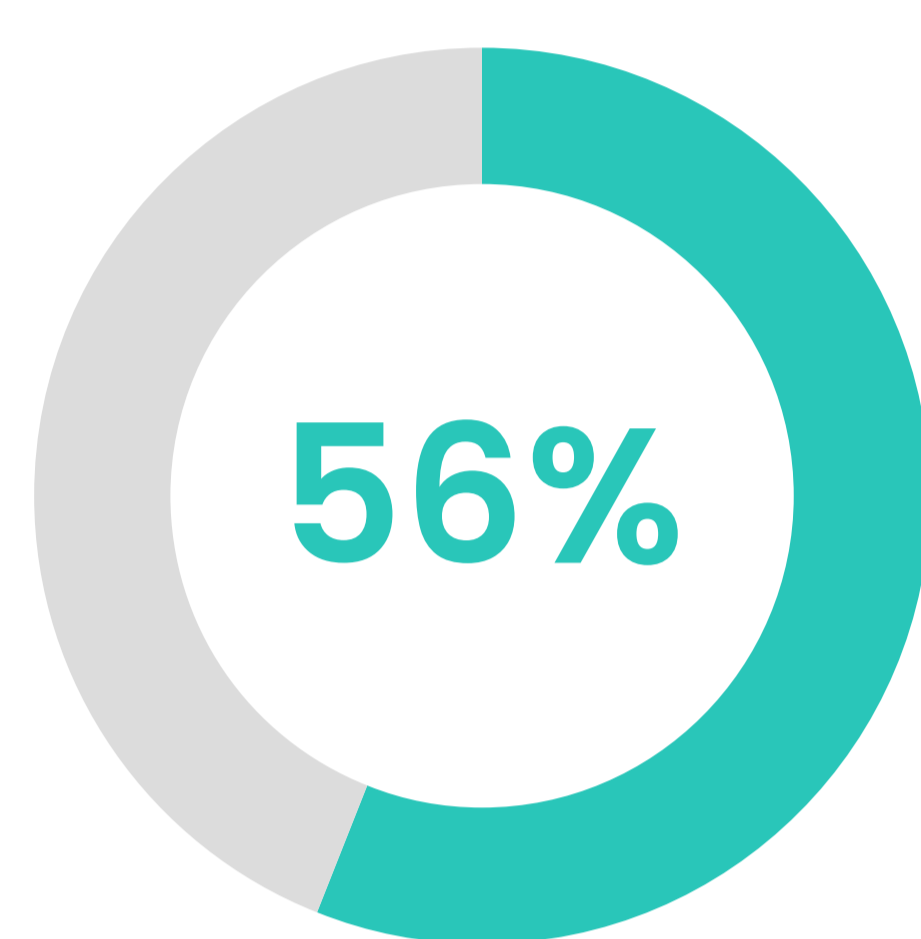


Hitting Home: How Secure is the Home Contact Center?

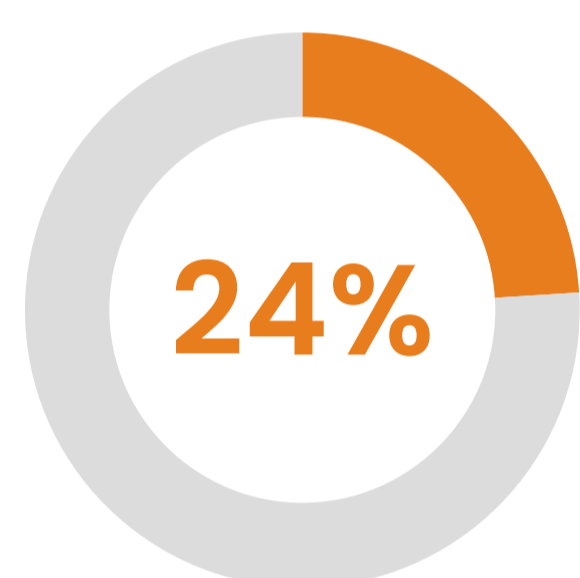
Crucial insights for the utilities sector



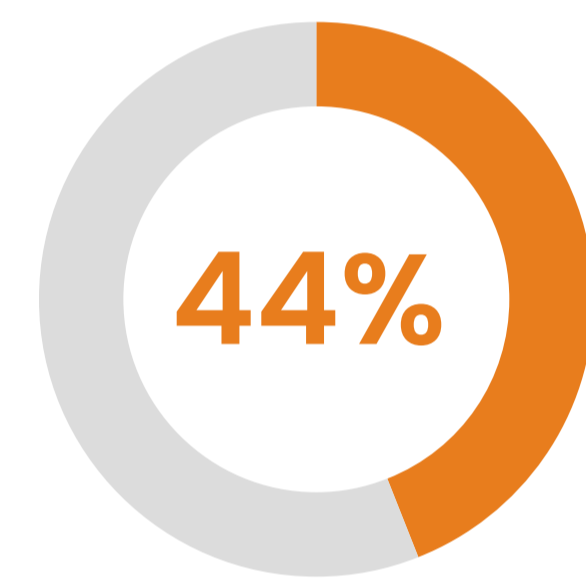
67% of consumers have significant concerns about engaging with utility companies that have contact center agents working at home



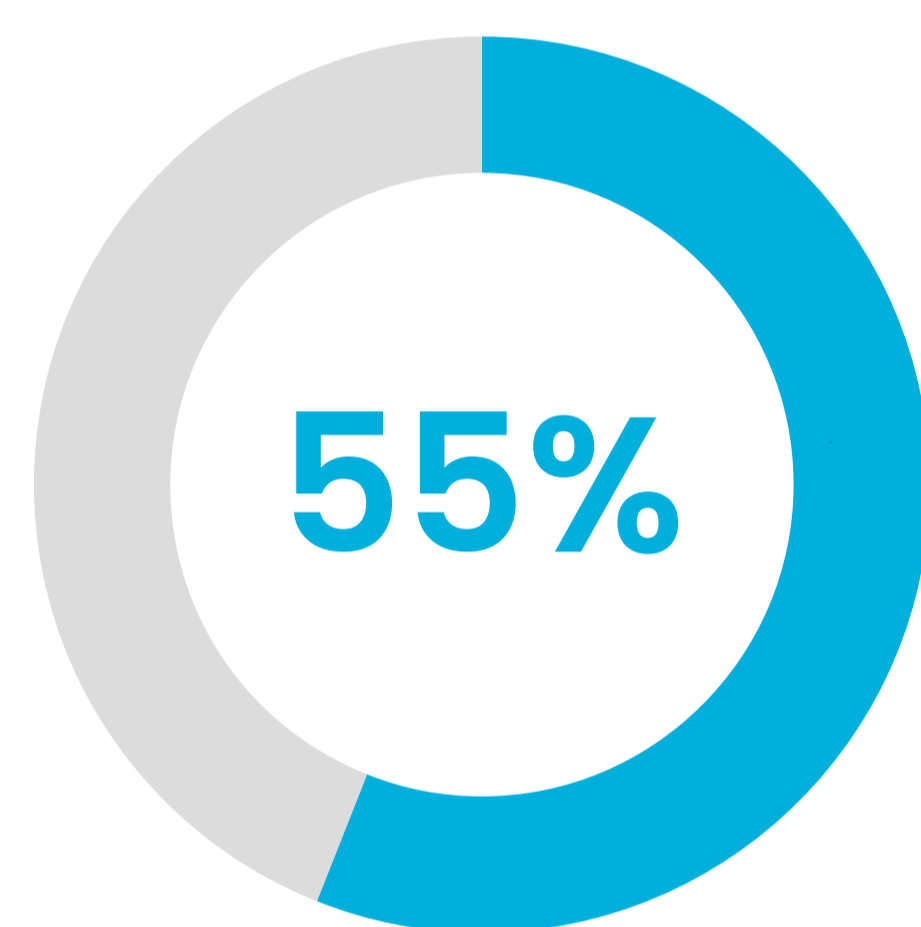
56% do not want to share credit or debit card details with a contact center agent working from home



24% of consumers believe it is unacceptable for WFH agents in the utility sector to handle payment information or personal data



A further 44% feel utility companies must provide clear evidence of extra security measures in place for it to be acceptable

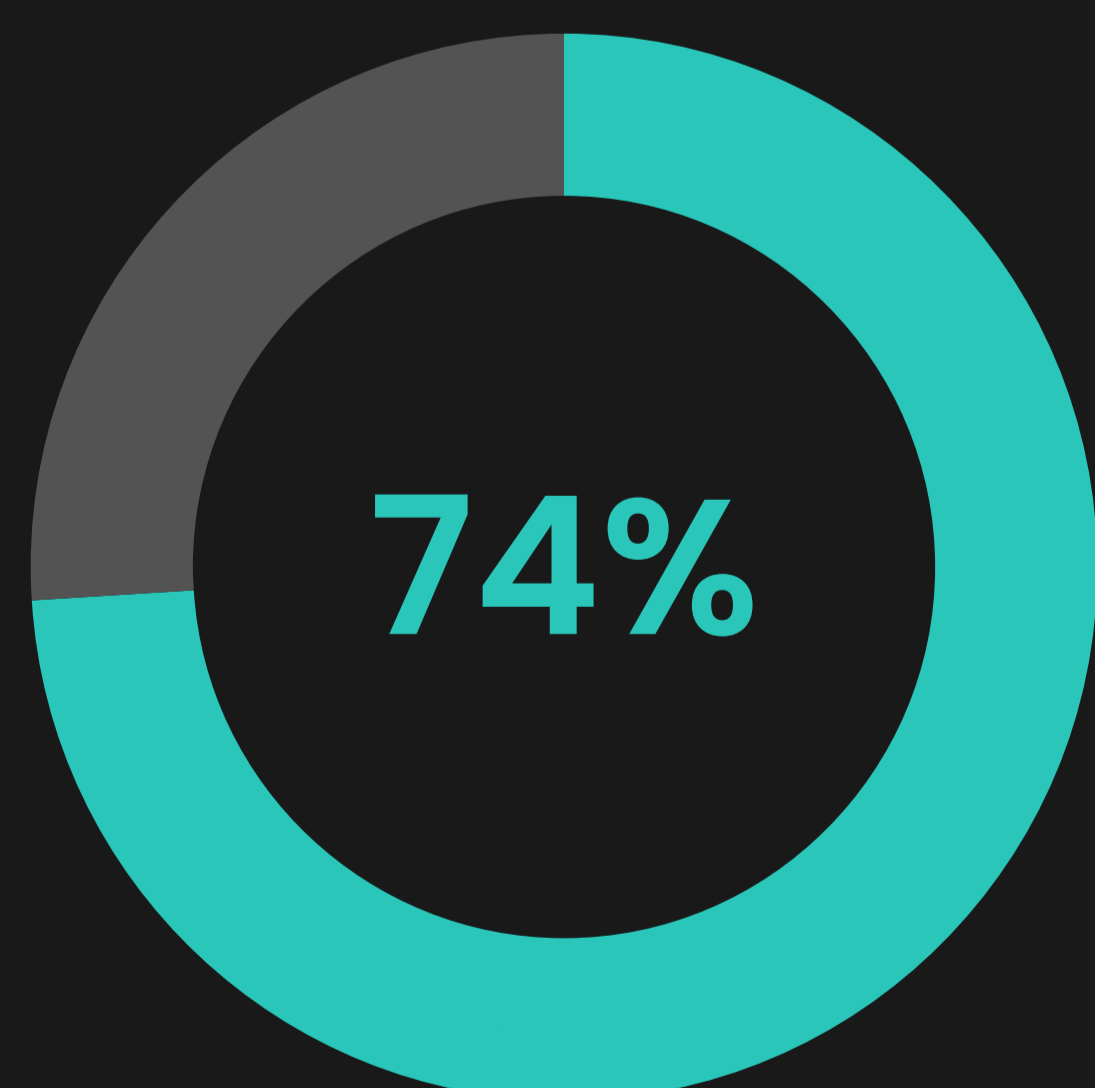


55% believe that contact center agents who are working from home pose a risk to their personal privacy

54% of your customers would either walk away or consider walking away if it became apparent that a contact center agent working from home was not in a completely secure environment



So what can you do about it?



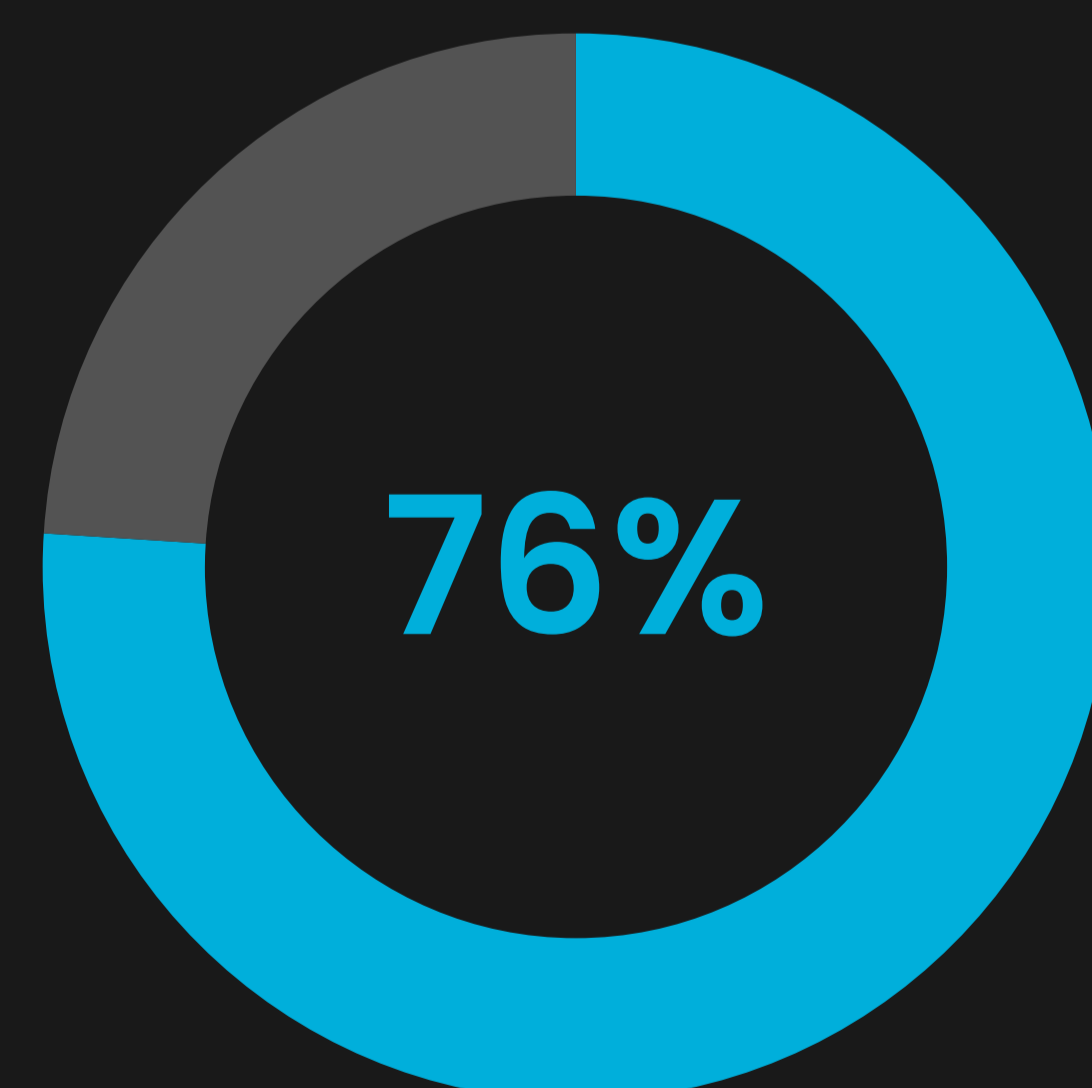
74% want utility

...companies to be more honest about having contact center agents working from home



78% want companies

...they engage with to be more open about the security measures they have in place



76% of customers

...are more likely to engage with a utility company because it has robust measures in place for contact center agents working at home

To find out more, please download the full 'Hitting Home' report today

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