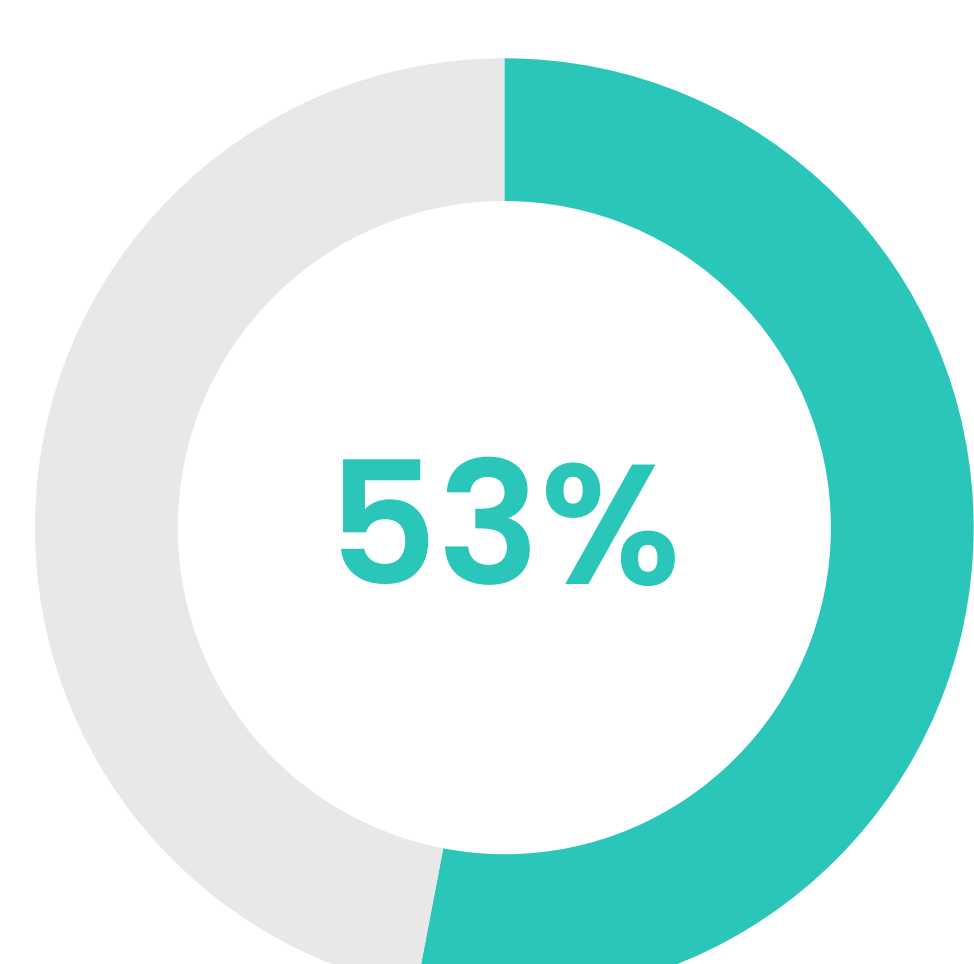# Hitting Home:
How Secure is the Home Contact Center?

Report 2024

It is time to understand and tackle the risks posed by having contact center agents work from home

Eckoh

Consumers fear contact center agents working from home are a risk to their data security and privacy
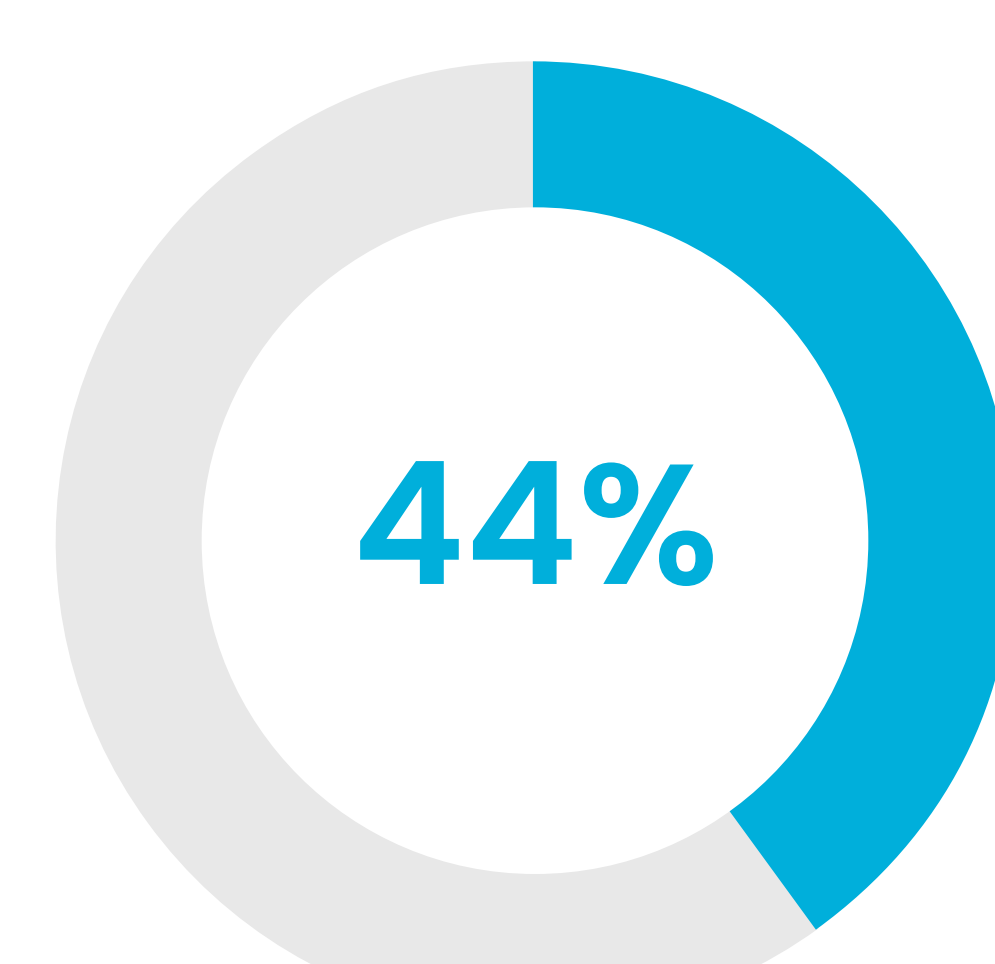
53%

53% of consumers

...do not want to share their payment information or personal data with contact center agents who are working from home

55% of consumers

...consider contact center agents who are working from home a risk to their personal privacy
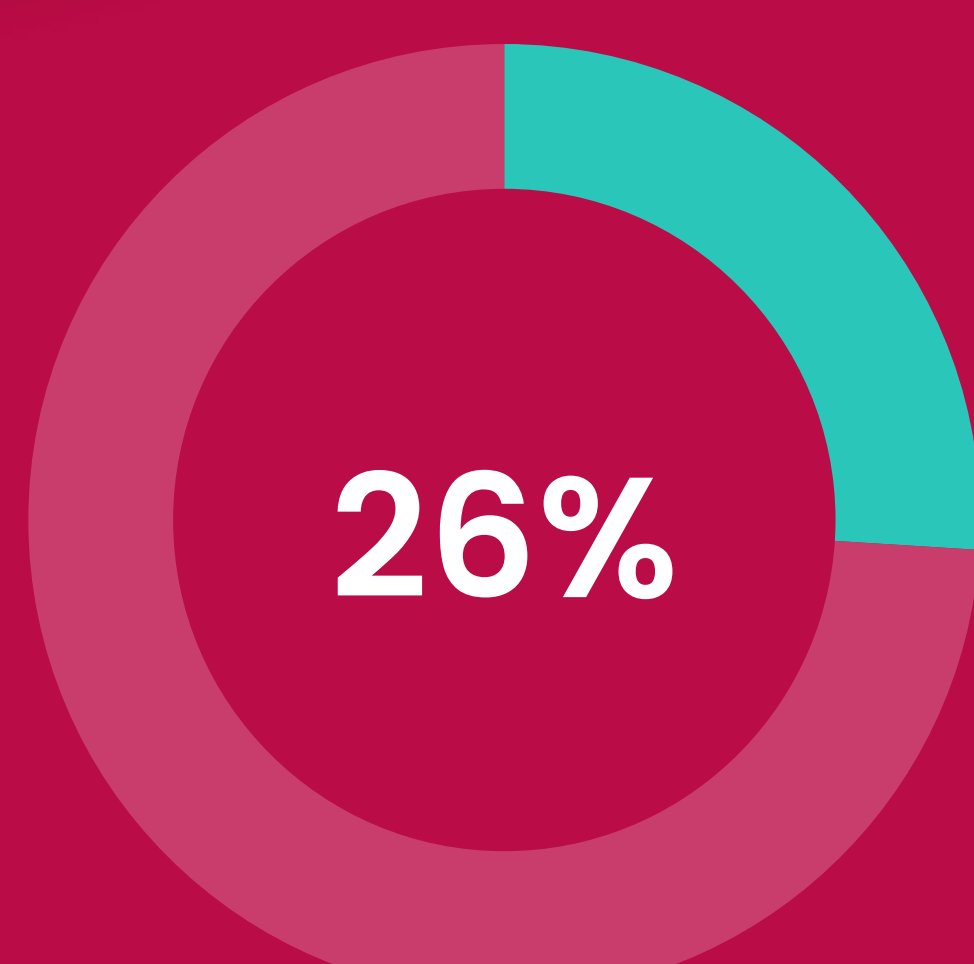
44%

44% of consumers

...don't feel comfortable sharing payment information or personal data with an agent working from home

A significant risk to customer retention!

They will take action if they feel their data security and privacy is threatened
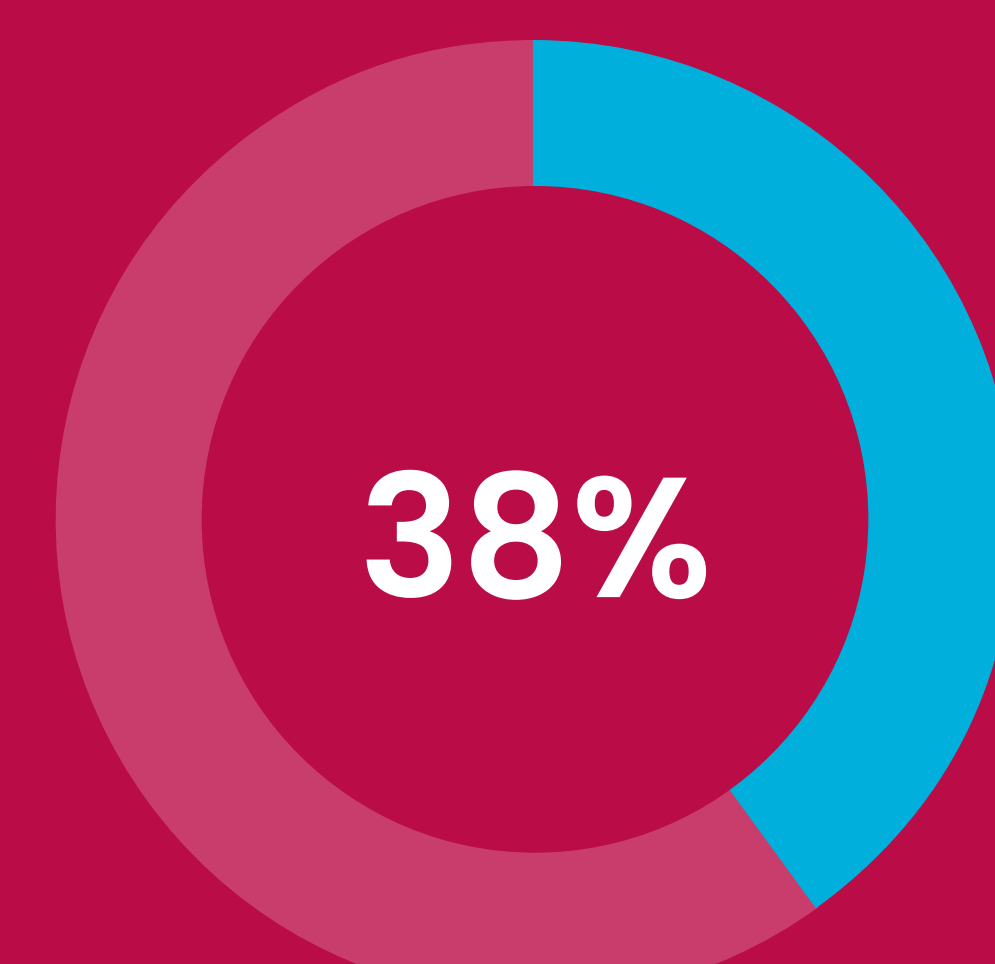
26%

26% of consumers

...would not use your company again if it became apparent a contact center agent was not in a completely secure environment

A further 22%

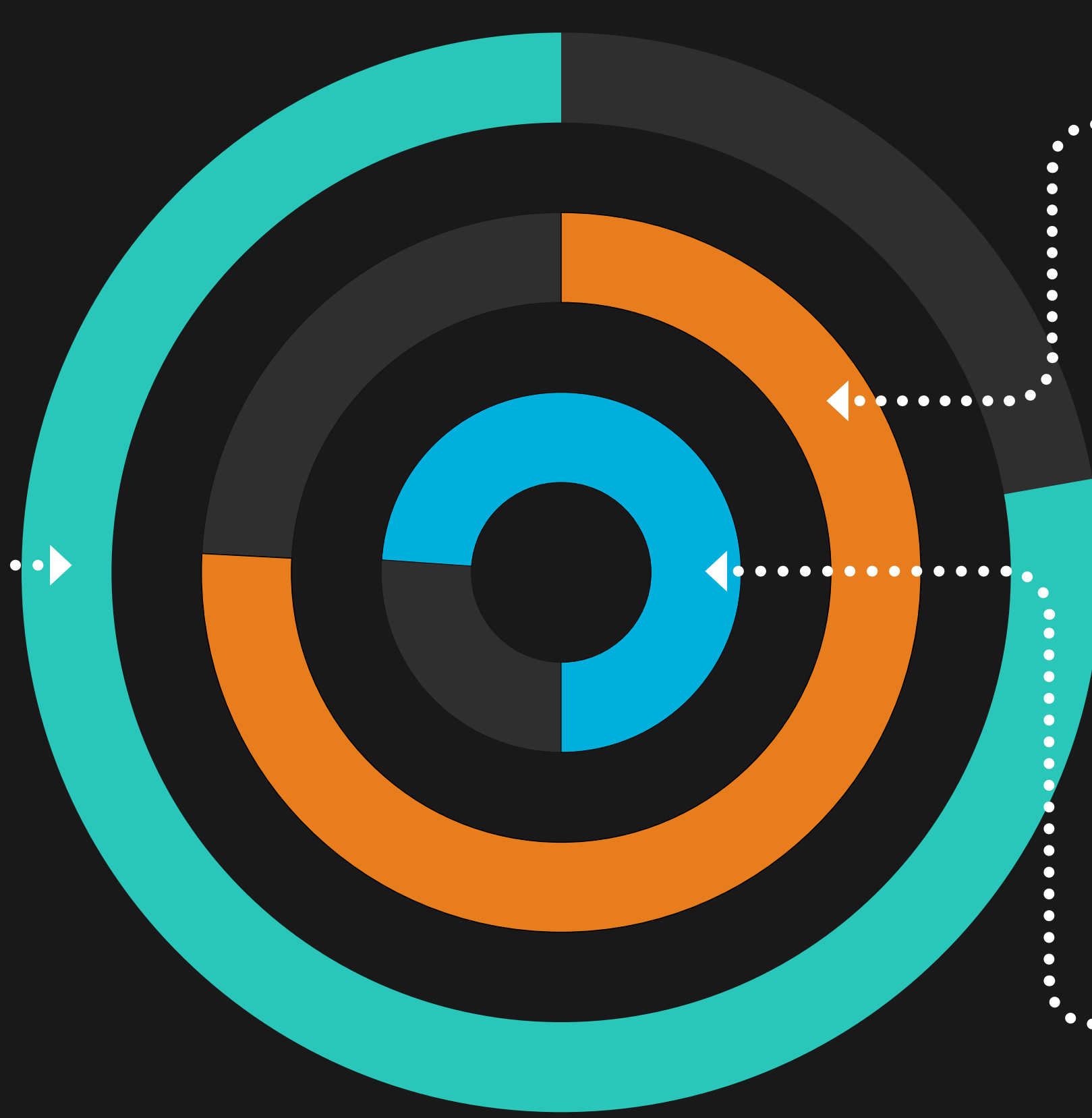...would stop the call immediately and consider not using your company again

38%

38% would

...continue the call but ask for extra reassurance that their payment information and personal data is secure

Transparency & technology will drive trust

78% want companies they engage with to be more open about the security measures in place to protect payment information and personal data when in the hands of a contact center agent working from home

76% are more likely to engage with an organization if it has robust measures in place to ensure the security of payment information or personal data handled by a contact center agent at home

74% want companies to be more honest about having contact center agents working from home

Stay one step ahead with Eckoh

Find out:
What your customers think about dealing with contact center agents in their own homes

Find out:
Which solutions are most reassuring to them

Find out:
Whether they feel differently when it comes to different industries and types of information

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