

SOLUTION BRIEF: CONTACT CENTER DATA SECURITY SOLUTIONS

- Customer Acquisition
- Customer Care
- Technology Support
- Billing

CHALLENGE:

Keylogging spyware has become a main component in cyberattacks and are commonly downloaded as a result of clicking on an infected link inside an email, text message, social media page or web page. Keyloggers are used to steal network access credentials and other sensitive data.

SOLUTION:

ACS EndpointLock Keystroke Encryption software eliminates the ability of keylogging spyware to capture keystrokes and steal access credentials and Personal Identifiable Information (PII). Hackers will always find ways to trick users into downloading a keylogger, but with EndpointLock installed, the spyware is rendered useless.

OVERVIEW:

With sensitive information like social security numbers and credit card data continuously passing through a contact center's environment, they have become prime targets for a cyberattack. One recent high profile data breach that occurred at the billing vendor of a large healthcare group, compromised the personal data of more than 2 million people.

The practice of tricking unsuspecting victims into clicking on links that look legitimate is called "phishing". According to recent reports, phishing was found in 90% of breaches and 95% of all phishing attempts that led to a breach, were followed by software installation, including keyloggers. Once a keylogger has infected a desktop, tablet or mobile device, it steals every keystroke typed including network access credentials. Keyloggers are difficult to detect by traditional anti-virus and firewalls, even if these programs are kept up-to-date.

ENDPOINTLOCK BENEFITS:

- **Blocks keylogging spyware, the most common malware component used in a breach.**
- **Protects the vulnerable gap found at the point of data entry.**
- **Runs in the background, no employee training needed.**

BEFORE

Hacker sends a phishing email



USERNAME [dots]
PASSWORD [dots]



Employee opens email and a keylogger is installed



Employee logs into the network

USERNAME [dots]
PASSWORD [dots]

←←←←← Hacker retrieves credentials from keylogger

Hacker logs into corporate systems using stolen access credentials



AFTER

Hacker sends a phishing email



Employee opens email and a keylogger is installed



Keylogger is blocked by

EndpointLock™
Desktop and Mobile Security

USERNAME [dots]
PASSWORD [dots]

Hacker is unable to retrieve any useful information, stopping the breach in its tracks



Employee safely logs into the network.

