



PRIVACY DIRECTIONS™ 203: Call Centers

This course is designed to create awareness and compliance with privacy and security practices for Call Center operations staff. It provides prescriptive best practices for respecting and protecting personal information through an understanding of security and privacy principles and their application to call center operations and data. It develops privacy knowledge and helps call center staff recognize and report breaches (and potential breaches) of privacy and security policies and practices.

Topic 2: Information Security & Privacy Safeguards menu exit

Knowledge Check

Listen to the conversation between Dominique and Mr. Smith, and then determine if Dominique met privacy requirements and completed the fields correctly on the form.

To listen to the conversation, click the headset, look at the form, and then click **Correct** or **Incorrect**. When you have answered all four questions, click **Continue** to proceed.

Dominique and Mr. Smith's conversation

CALLER INFORMATION

Name	First: <input type="text" value="John"/>	Last: <input type="text" value="Smith"/>	<input type="radio"/> Correct	<input type="radio"/> Incorrect	
Address	<input type="text" value="345 Main Street"/>				
	City: <input type="text" value="Anytown"/>	State: <input type="text" value="USA"/>	Zip: <input type="text" value="20930"/>	<input type="radio"/> Correct	<input type="radio"/> Incorrect
Phone	<input type="text" value="(123) 555-1234"/>				
Other	<input type="text" value="123-45-6789"/>				

PRIVACY DIRECTIONS: Call Centers

Privacy Awareness Training for Call Center Staff

- Engaging, stimulating approach
- Real life examples and applications

Topic 3: Social Engineering menu exit

Protecting Information from Social Engineers

Don't let social engineers trick you! Follow standard procedures to prevent revealing confidential information inappropriately.

Take a look at the different ways that social engineers can attempt to obtain other people's personal information.

To learn more about social engineering, click each of the three images below. When you are finished, click **Continue** to proceed.

Telephone

Online

Special Cases

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Sample screens from the *Privacy Directions™ 203: Call Centers* course

Privacy Directions™ 203: Call Centers

Lesson 1: Introduction

- Introduction
- What is Personal Information?

Lesson 2: Information Security and Privacy Safeguards

- Information Security and Privacy Safeguards
- Security Safeguards and Access Controls
- Collecting, Handling and Storing Information

Lesson 3: Social Engineering

- What is Social Engineering?
- Protecting Information from Social Engineers

Lesson 4: Incident Recognition and Response

- Privacy and Security Breaches
- What Can You Do?

Lesson 5: Outbound Calling (Optional Topic)

- Calling Standards
- Outbound Special Cases
- Representing the Company

Lesson 6: Summary

Assessment

Privacy Resources

Additional Information

Customizations

MediaPro can add content to the course specific to your privacy people, policies, procedures and technology. This can include links to specific resources.

Tracking Course Usage

MediaPro courseware is compliant with the industry standard SCORM 1.2.6. Our courses have been certified and used on many different standards-based Learning Management Systems (LMS) to manage module delivery and to integrate with a SCORM compliant LMS.

Hosting Options

The courseware can be hosted on the client's intranet and integrate with an existing Learning Management System, or MediaPro can provide an Internet hosting service on its e-Learning platform. The MediaPro platform will provide the functionality to enable users to access courses via the internet, and to enable the client organization to track progress and monitor the results of users taking the courses.

Client Workstation Requirements:

Pentium III 500
Minimum: 256 Megabytes of RAM
Operating System: Windows 2000 or XP
Screen Resolution: 800x600x16 bit (or higher)
Internet Explorer 6 (or higher)
Flash Player: Version 7 (or higher)
Bandwidth: 256 kbps or greater
Cookies and Javascript must be enabled
Pop-up blocker must be turned off

Server Requirements:

CPU: 2.8 GHz or greater
RAM: 1 Gig or greater
NT 4.0, Windows 2000 (or greater) or Unix – all fully patched
Disk Space: 25+ Gig dedicated to courseware
Same network domain as LMS system (rec.)

Our Compliance Curriculum Includes:

Privacy Directions™ 101: Awareness
Privacy Directions™ 201: Human Resources
Privacy Directions™ 202: IT
Privacy Directions™ 203: Call Centers
Privacy Directions™ 204: Sales & Marketing
Privacy Directions™ for Hospitality
Security Directions™ 101: Awareness



Our Privacy Expert:

Richard Purcell

- CEO, Corporate Privacy Group
- Chairman, TRUSTe
- Member, CIPP Advisory Board, Int'l Association of Privacy Professionals
- Member, Privacy Advisory Committee, U.S. Dept. of Homeland Security

About MediaPro, Inc.

MediaPro, Inc., founded in 1993, is nationally recognized for producing high-quality and award-winning web-based courseware. In addition to our highly successful *Privacy Directions™* and *Security Directions™* courseware, MediaPro, Inc. has developed hundreds of customized courses for many Fortune 1000 companies.

To contact us, please call 800-726-6951 x 4723 (or 425-483-4723),
send an e-mail to privacy@mediapro.com, or visit our web site at <http://www.mediapro.com/privacy>.