



Ensuring Data Security in Contact Centers and How Consilium Software Safeguards Customer Information



Why Data Security Matters in Contact Centers



Data breaches can result in significant financial costs.



A breach harms the trust customers place in your brand.

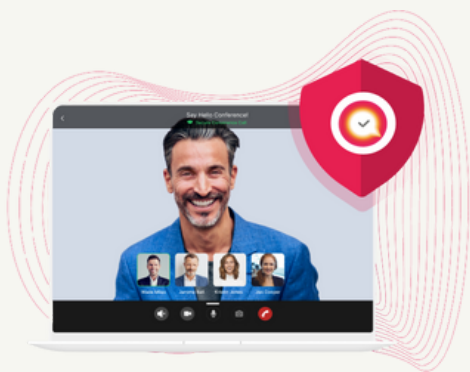


Protecting data ensures customers feel secure and valued.



Strong data security builds lasting customer connections.

Advanced Security Features Across Our Solutions



Protect sensitive customer data during video calls with end-to-end encryption.



Track sensitive data usage and identify potential security risks in real time.



Ensure adherence to privacy laws like GDPR with AI-powered tools.



Safeguard personally identifiable information during co-browsing sessions.



Protect customer privacy by automatically adhering to DNC regulations.

Why Choose Consilium Software?

Our solutions are SOC 2 Type II, ISO 27001:2013, and HIPAA compliant, ensuring the highest security and regulatory standards.

With features like real-time monitoring and AI-driven transcription, we protect sensitive customer data before a breach can occur.

Whether you're in healthcare, finance, or any industry that handles sensitive data, Consilium Software offers the security and compliance your contact center needs.



About Consilium Software

Founded in 2007 in Singapore, Consilium Software and our Uni digital customer engagement platform have helped over 2,000 companies in more than 120 countries connect their employees with customers. Our choice of cloud-based and on-premise software powers 5 billion-plus interactions each year, simplifying the management of voice, video and digital channels. Our solutions go beyond omni-channel to merge the contact center and CRM, creating fluid experiences with artificial intelligence (AI), bots and Robotic Process Automation (RPA).

Consilium has earned the GDPR certification, conforming to the requirements of the EU General Data Protection Regulation. Security and quality are intrinsic to our products and services, with our SOC 2 Type 2, ISO/IEC 27001 and ISO 9001 certifications for information security management and quality management systems, respectively.

Ready to boost customer engagement? Contact Consilium Software to discover how our AI-powered solutions can transform your CX.



www.consiliumsoftware.com



sales-support@consiliuminc.com