Preparing your Contact Centre Services

The following document outlines the key information you need in order to prepare your Contact Centre Services.

Having a central team of experts who can manage inbound telephone calls from individuals who have been affected by a data breach is vitally important. We know that having the ability to personally reassure those individuals and answer key questions can help you to manage the ongoing relationship with your customers.

To be able to reduce contact centre set up times we recommend you also look at the internal resources you would have to manage calls, not forgetting your business as usual call volumes.

Below we provide some tips around FAQs and some of the steps you can take in preparing these.

1. Frequently Asked Questions (FAQs)

Determining your potential Frequently Asked Questions

Experian have compiled a list of FAQs which have been determined as a result of managing hundreds of data breaches. Although some of the key questions regarding the actual incident will be unknown at this time it is still important to determine the most relevant FAQs your business would want to include to save time when a live incident occurs.

To help you we have highlighted the most frequent questions in yellow. We recommend you try to keep to approximately 20 questions from this list or you may find your call centre experts find it difficult to navigate.

Steps I now need to take to complete my FAQs?

1. Review the FAQ document, choose and append your additional information
2. Save down your document and save so that you can revisit again. Regularly reviewing is important. At least once a quarter.

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2. Interactive Voice Response (IVR) Messaging

An IVR message is the recorded message which individuals are greeted with on calling the support line telephone number. Agreeing these set of messages in advance ensures you can quickly and efficiently put these live in the event of an incident.

Determining your IVR Messages
Below we have outlined a set of key messages which you could use in preparation. Dates would be updated at the time of the incident.

Steps to take to complete my IVR messages?

Please review and update the proposed scripts below

Announcement Title	Announcement Script
Prior go-live message	
Greeting	
Hold 1	
Hold 2	
Hold 3	
Out of hours	
Engagement finished	

3. Consumer escalation process setup

On occasions there may be instances when individuals will request to make a formal complaint or ask for additional information.

To be able to assist these individuals we would recommend that you put together a clear process for escalations.

Outline what the escalation process eg. who would collate, categorise and manage these through to resolution within your organisation.

Do you have the capability to 'warm' call transfer. Do you have the ability to transfer individuals in real-time to additional experts who can respond to specific questions or complaints? Could you consider sharing pre-agreed telephone numbers so that individuals could dial specific numbers to reach experts?

For more information please contact us

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