

The Unseen #1 Security Risk in Companies Today: Contact Centers



1 IN 638 CALLS WERE FRAUDULENT IN 2017;
from 2013 through 2017 we have seen the fraud rate climb over **350%**

2017 saw **44.7% increase** in the number of U.S. data breach incidents

197,612,748 records exposed
(annual total across all industries)

\$1.5 trillion

Cybercrime is a \$1.5 trillion "industry"— more profitable than the drug trade

\$14 billion

Voice Security and Authentication EACH COST \$14B per year in U.S.

CONSUMER FRAUD COST



77%
of ID theft starts with phone calls



\$12B
phone-based ID theft per year (U.S.)

4 YEAR FRAUD RATE INCREASE BY INDUSTRY



Banks
269%



Insurance
248%



Retail
134%



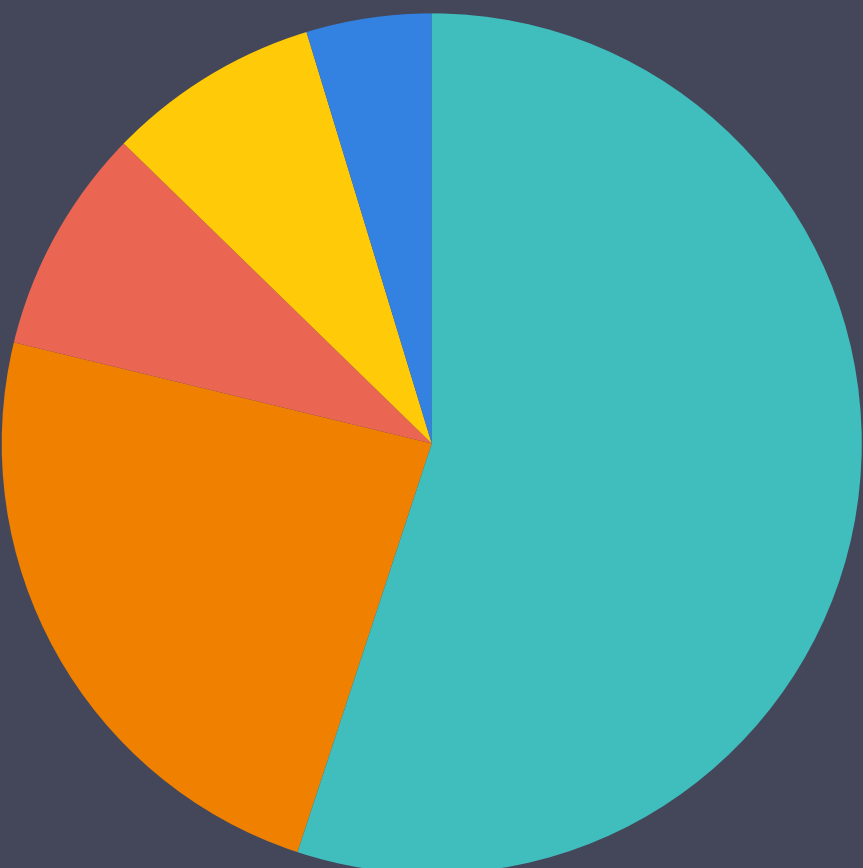
Brokerages
78%



Card Issuers
24%

The number of significant breaches at U.S. businesses, government agencies, and other organizations topped 1,300 last year VS fewer than 200 in 2005.

MOST TARGETED INDUSTRY SECTORS:



55%
of the overall number of breaches

Business Category
hospitality, trade, transportation, utilities, insurance, non-profit organizations

23,7%
of all data breaches

Healthcare Providers

8,5%
of the overall total

Banking/Credit/Financial Sector

8%

Education

4,7%

Government