

CONTACT CENTER v1.0

MANDATORY REQUIREMENTS

- CC-MDY 1: Regulatory Compliance
- CC-MDY 2: Customer Experience
- CC-MDY 3: Privacy and Security of Consumer Information
- CC-MDY 4: Consumer Notification Requirements
 - CC-MDY 4-1: Consumer Notifications
- CC-MDY 5: Consumer Consent

RISK MANAGEMENT

- CC-RM 1: Regulatory Compliance
 - CC-RM 1-1: Regulatory Compliance and Internal Controls
 - CC-RM 1-2: Policy Addressing Reporting of Violations
- CC-RM 2: Business Continuity Risk Management
 - CC-RM 2-1: Business Continuity Plan
 - CC-RM 2-2: Business Continuity Plan Testing
- CC-RM 3: Information Systems Risk Management
 - CC-RM 3-1: Information Systems Risk Assessment and Reduction

OPERATIONS AND INFRASTRUCTURE

- CC-OPIN 1: Business Ethics
 - CC-OPIN 1-1: Code of Ethical Business Conduct
- CC-OPIN 2: Business Management
 - CC-OPIN 2-1: Written Business Agreements
 - CC-OPIN 2-2: Maintaining and Complying with Policies
- CC-OPIN 3: Staff Management
 - CC-OPIN 3-1: Job Descriptions and Staff Qualifications
 - CC-OPIN 3-2: Staff Training Programs
 - CC-OPIN 3-3: Staff Member Performance Review
- CC-OPIN 4: Delegation
 - CC-OPIN 4-1: Delegation Management

CUSTOMER RELATIONS

- CC-CR 1: Managing Customer Relations
 - CC-CR 1-1: Consumer Marketing Safeguards

CONSUMER PROTECTION

- CC-CE 1: Privacy and Security Breaches
 - CC-CE 1-1: Privacy and Security Policies
- CC-CE 2: Consumer Complaint Process
 - CC-CE 2-1: Complaint Resolution

COMMUNICATIONS HANDLING

- CC-CH 1: Technology and Software
 - CC-CH 1-1: Technology Selection
- CC-CH 2: User Competence
 - CC-CH 2-1: Contact Center Agents
- CC-CH 3: Telephone Performance Monitoring
 - CC-CH 3-1: Incoming Contacts Monitoring
 - CC-CH 3-2: Outbound Contacts Monitoring
- CC-CH 4: Non-Telephonic Communications

COMMUNICATIONS HANDLING

- CC-PMI 1: Quality Oversight Procedures and Responsibilities
 - CC-PMI 1-1: Quality Management Program Scope
 - CC-PMI 1-2: Quality Management Program Structure and Oversight
 - CC-PMI 1-3: Quality Management Program Implementation
 - CC-PMI 1-4: Data Management and Performance Reporting
 - CC-PMI 1-5: Quality Management Program Evaluation