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

Copyright © 2019 by URAC. All rights reserved. Permission is hereby granted for reproduction for internal distribution by URAC-accredited companies or applicants. Other reproduction by any means in whole or part without written permission is strictly prohibited.