



# Designing mobile telework securely

Working from home or outside the usual office space is becoming more and more commonplace - even in the call center industry. However, the issue of data protection should not be underestimated. The **BioShare** CallCenterKIT provides a remedy.

COVID-19 is turning our world upside down. The topic of „working from home“ is now also coming close to companies whose employees were previously rarely to be found in the home office due to numerous data protection regulations. The pandemic is accelerating our adaptation to the mobile working world. The call center industry in particular faces major challenges, as it is predominantly personal data that determines everyday working life. This, combined with mobile teleworking, which significantly limits the employer's ability to control and influence data, significantly increases the risk of data misuse.




## Safe workplaces outside the office as well

The CallCenterKIT from the BioShare family addresses this data protection issue precisely. At random intervals, your employees receive a request at their workstations to confirm their identity using a biometric feature, such as a fingerprint sensor. A false authentication can cause an application to be closed or the computer to be set to the locked state.

An important phone call cannot be interrupted, or biometric authentication is not desired right now? The employee can easily defer or reject the authentication. The deferral or rejection is simply logged and sent to the dashboard or the authorized administrator. If desired, the CallCenterKIT acts completely cooperatively and therefore absolutely compliant with data protection laws.

How often should biometric authentication be performed? Are methods other than fingerprint also possible? Can 2-factor authentication be integrated? Here, too, there are (almost) no limits to your wishes.

## The CallCenterKIT at a glance

-  Secures sensitive data from unauthorized access by third parties
-  Ensures that safety requirements are met
-  Prevents undue influence by third parties

We would be happy to discuss your requirements with you. Simply contact us.