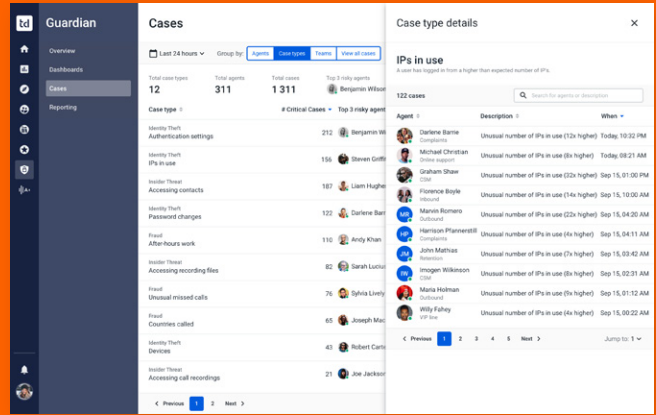




# Guardian

Keep your contact center safe from threats



Talkdesk Guardian™ is a native cloud security solution that enables you to take control of your contact center's security management by selectively mitigating the risks from data leakage, fraud, identity theft and privacy-related breaches. Guardian provides quick access to clear dashboards and AI-powered analytics so you can prevent fraud and protect your customers' data, strengthening your overall security posture by aligning the contact center with it.

## Oversee Security When Agents Are Remote

Expand your risk assessment to include not only external threats, but also emerging insider ones. Take control of your contact center security even if your agents are spread around the world, working from home.

- Monitor security vulnerabilities and procedural compliance.
- Immediately detect suspicious agent behaviors, trigger alerts and track risks.

## Gain Greater Visibility Into User Activities

Get a comprehensive view of the security landscape in your contact center — in a single tool. Be aware of key security insights such as user access to company's systems, account lockouts, compromised user credentials and access to sensitive information.

- Get insights into top-priority security incidents based on agents' activities.
- Drill down into real-time and historic user session reports.

## Take Intelligent Data-Driven Measures

Leverage Talkdesk iQ – our built-in artificial intelligence layer – to recognize patterns, flag unexpected events and tell you if there's anything to take action on.

- Be advised about threats based on activities that fall outside of expected user or overall behavior patterns.
- Get full context surrounding each flagged case, including description, users involved and timestamps.

## Features



Dashboards



Access Reports



Advanced Filters



Suspicious Behavior Detection



Cases Management



Powered by Talkdesk iQ