

3 Risks of

Unsecured

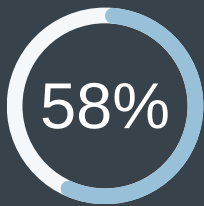
Contact Center
Communications

(and how DataMotion can help)



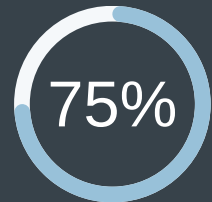
Risk #1: Fragmented Workflows

Why it Matters:



report fragmented communications negatively impact client satisfaction (8x8)

of customer-facing employees say disjointed communications hinder collaboration & productivity (RingCentral)



Solution:

Streamline communication by integrating secure messaging into contact centers

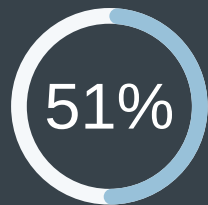


Risk #2: Poor Client Experiences

Why it Matters:

\$846 Billion is the amount US companies risk losing annually due to poor CX (Qualtrics XM Institute)

will reduce or stop spending altogether after a negative experience (Qualtrics XM Institute)



Solution:

Enhance trust with seamless, secure exchanges for clients and advisors

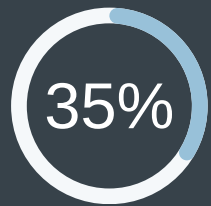


Risk #3: Data Breaches & Compliance Penalties

Why it Matters:

The average cost of a data breach in the financial industry was **\$6.08 million** in 2024 (IBM Cost of a Data Breach 2024)

of breaches involved “shadow data” - increasing the cost of a breach by 16.2% compared to those without (IBM Cost of a Data Breach 2024)



Solution:

Secure client data with military-grade encryption



Stop losing customers due to fragmented workflows—

Discover how DataMotion's Contact Center Integrations transform communication workflows

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