

Social Security Administration

Various Field Offices (NY & IL)

- 14 Social Security Field Offices
- Privacy issues with consultation counter near waiting area.
- Qt™ sound masking improves privacy of customer data and conversations.



CASE STUDY



Space Description

Fourteen SSA field offices where waiting areas are only about 15 feet away from consultation windows where customers discuss private Social Security issues.

Challenge

People sitting in the waiting area overhear sensitive conversations taking place at the consultation counter. The information discussed is highly sensitive and these SSA facilities want to enhance privacy levels so as not to compromise anyone's personal data.

Solution

Qt Quiet technology™ sound masking systems were installed in the various waiting areas to improve privacy. The work was done by local electrical contractors.

Result

Customers are more comfortable discussing sensitive information and the SSA field offices are doing their part to maintain privacy of customer data.

