



CommsChannel

IVR

WHAT IS PCI DSS?

The Payment Card Industry Data Security Standard (PCI DSS) is an information security standard for organisations that handle payments by debit or credit card. The PCI DSS was created by the Payment Card Industry Security Standards Council (PCI SSC) which is a conglomerate of the five major card brands globally namely Visa, Mastercard,

American Express, Discover, and JCB. The PCI DSS was created to reduce the amount of card fraud due to mishandling of the sensitive data associated with payment cards. It is a set of standards for merchants and service providers on how they handle this data while taking payments either for themselves or third parties.

WHAT ARE IVR PAYMENTS?

Consumers are demanding a better and more secure customer experience and expect organisations to provide multiple secure payment options. As such, they expect businesses to provide multiple payment and engagement options. PCI Pal's IVR solution empowers your customers to make payments 24/7 without speaking with an agent or accessing your website. Payments are handled within PCI Pal's secure cloud and can be integrated with your existing IVR platform or completely outsourced to us.

KEY BENEFITS

- Professionally recorded voiceovers
- Fully automated
- Multi-lingual availability
- Callers guided through payment process
- Highly resilient, high capacity
- Integrates with existing payment provider, IVR & CRM system

HOW IT WORKS



INTEGRATED WITH YOUR EXISTING IVR SERVICE

Your IVR system would carry out identification and verification (ID&V) and pass the call to PCI Pal® when a payment is required. PCI Pal will interact with your IVR service to reconcile all transaction data.



FULLY OUTSOURCED TO OUR SECURE PAYMENT CLOUD

We can handle the entire IVR flow and incorporate integrations with your required payment provider and CRM/customer database. We can even provide you phone numbers anywhere in the world.



PAYMENTS COLLECTED USING THE TELEPHONE KEYPAD

Once we've captured the card data, we process the transaction via an integration with your payment provider. PCI Pal reconciles the result back to your environment, allowing you to complete any actions and retain a record of all transactions.



CONFIGURATION OPTIONS

Our solutions can be deployed in various ways. Our flexible, pragmatic approach helps to ensure that our payment solutions do not impact upon your core operational requirements. We'll work with you to understand which deployment method works best for you.

There are many options for connecting your call traffic to the PCI Pal cloud platform when you need to take payments over the phone. We offer 99.999% voice uptime platform-wide, so reliability and resilience are assured. Access our secure solution as and when your agents need to take a payment.

There is no need to move your call traffic, we simply intercept the payment aspect of the call to ensure PCI Compliance.

PROTECTED BY PCI PAL

PCI Pal's multi award winning, secure cloud payment solutions are certified to the highest level of security by leading card companies, to provide the best possible solution for your business.

PCI Pal's pioneering Level 1 PCI DSS certified solutions are built around your contact centre and processes, so your customer service operation will remain exactly as you want it to be.

Customisable, scalable
and reliable, with 24/7
global support
and 99.999% uptime.



OUR ACCREDITATIONS



COMPLIANCE SOFTWARE
SOLUTION PROVIDER
OF THE YEAR



GET IN TOUCH

☎ 1300 044 116

✉ sales@commschannel.com.au