Take contact centre payments securely

Agent Secure payment processing service
that can drastically reduce your PCI DSS
compliance scope and cost

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AgentSecure

What is AgentSecure?

Agent Secure is a PCI compliant, secure payment solution for the contact centre. The solution allows the customer to enter their card details into their phone key pad when prompted by the agent. The agent never hears or sees the numbers being entered and remains on the call with the customer throughout the whole process. AgentSecure prevents card holder data from ever entering the contact centre environment for both incoming and outgoing calls as such call recordings can remain unchanged. Therefore, greatly reducing contact centre security compliance costs as well as enhancing the customer's payment experience.

Why choose AgentSecure

No card data enters the contact centre systems or is heard or seen by the agents, thus removing the risk of fraud and the loss of card holder data as no part of the contact centre infrastructure is exposed to payment card data. The AgentSecure service also ensures PCI DSS compliance without the need to change existing call recording processes.

Key benefits

- Increased customer confidence and payment success rates
- Significantly reduced security and compliance costs
- Potential to reduce call handling times
- Agent stays on the call with the customer for the duration of the call
- Customer service is improved
- One solution for all your sites, whether single or multiple, on or offshore
- Level 1 PCI DSS Certified
- All Australian data stays in Australia

PCI DSS compliance

- Significantly reduces the costs of achieving PCI DSS compliance
- Reduced effort to maintain PCI compliance
- Brand, customers and staff protection
- Takes the agent and systems out of scope

Operational flexibility

- Scale up or down, adapt to changing business needs
- Integrate with existing telephony and payment service providers
- Payment gateway agnostic
- Easy to integrate with existing systems and workflows
- Flexible capacity when you need it
- Existing call recording systems can remain unchanged

Significantly reducing PCI DSS compliance scope

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simplifying payments

Tell me more
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