



| keyivr



AGENT ASSISTED PAYMENTS

WITH SECURE VOICE, DIGITAL LINK
OR KEYPAD ENTRY

**A PCI-compliant payment solution that provides
superior customer experience.**



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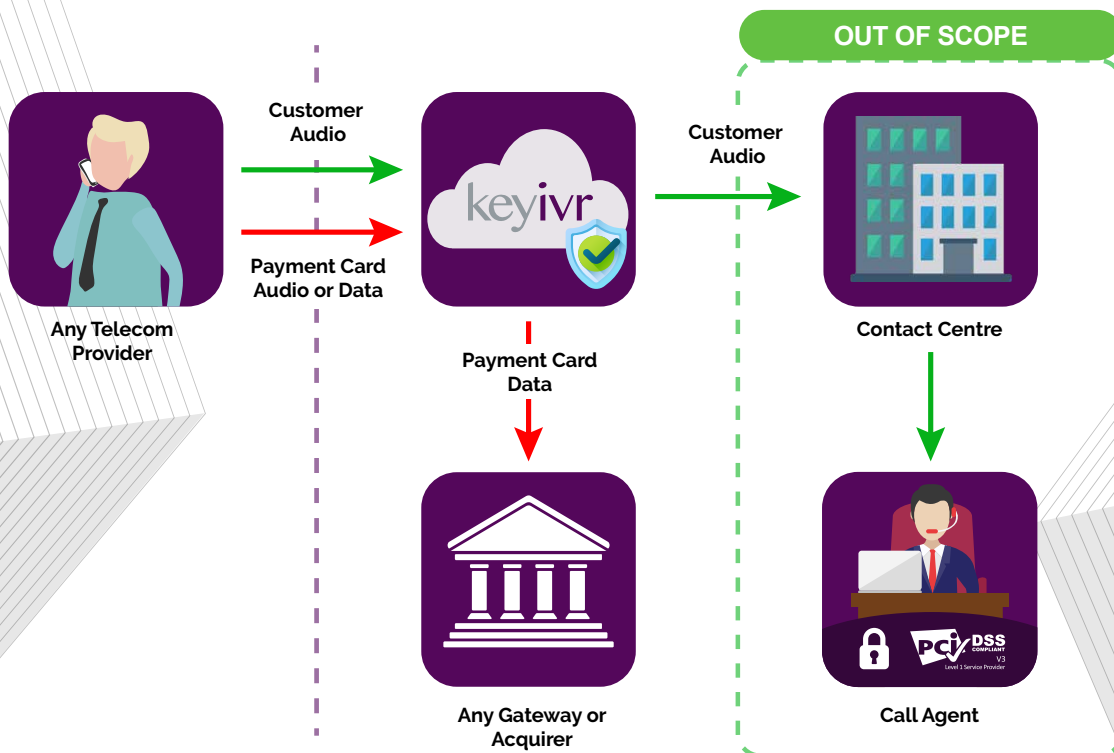
Help reduce the scope of your entire office and network environments by ensuring sensitive payment data never reaches your systems. The Agent Assisted solution either removes scope completely, or reduces it by up to 95%, depending on the usage and implementation of the service.

Customer experience is a priority. Your agents can stay on the call as the customer provides their sensitive cardholder data verbally, or inputs the numbers using their telephone keypad.

There are 3 connectivity options available, all are PCI-DSS compliant to level 1 and are assessed by an independent QSA. We will work with you and security specialists to implement a solution that meets your business requirements.



HOW DOES IT WORK?



By working with a Payment Services Provider, like Key IVR, we can help “descope” your contact centre environment.

We connect to your gateway or acquirer to help process payments securely across a number of channels, including when an agent is on the phone with a customer. The sensitive cardholder data is processed securely on your behalf to PCI-DSS Level 1, and no payment details ever reach your network, devices or contact centre agents.

We provide live dashboards that show non-sensitive information, allowing agents to stay in conversation and follow along with the customer as they are making a payment – with the ability to assist if there’s an issue.



+353 1 584 0300



sales@clearideas.ai



<https://clearideas.ai/>



INBOUND - ALL CALLS SECURED



1. The customer calls the organisation to make a payment. The line is already secured when they speak to an agent, so they can begin the payment process once they're ready

2. The customer can provide debt or credit card details by reading them out, entering via a digital payment link or using their telephone keypad. Sensitive information is never seen or heard by the agent, and they can stay on the call to assist. The details are processed by the payment gateway provider

3. The agent can follow the customer's progress on a dashboard, they do not see or hear any sensitive card holder data. Once the payment is completed the agent can move onto the next customer

- Ideal for inbound and outbound call traffic with a high call / payment ratio (where most calls will result in payment)
- Helps de-scope your call recording and PBX / telephony systems
- No sensitive cardholder data (CHD) reaches your network and it's completely hidden from the agent

ON DEMAND- WARM TRANSFER



1. The customer is on the phone with the agent. When the customer is ready to make a payment, the agent can continue the conversation on a new, secure call – all within a few seconds

2. The customer can provide debt or credit card details by reading them out, entering via a digital payment link or using their telephone keypad. Sensitive information is never seen or heard by the agent, and they can stay on the call to assist. The details are processed by the payment gateway provider

3. The agent can follow the customer's progress on a dashboard, they do not see or hear any sensitive cardholder data. Once the payment is completed, the agent can move on to the next customer

- Ideal for inbound & outbound call traffic with a low call / payment ratio (where not all calls will result in a payment)
- Flexibility to secure the call when the customer is ready to make a payment
- No sensitive cardholder data (CHD) reaches your network and it's completely hidden from the agent



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OUTBOUND - ALL CALLS SECURED



1. The agent calls the customer to collect a payment. The agent is already on a secure line, so the customer can begin the payment process once they're ready

2. The customer can provide debt or credit card details by reading them out, entering via a digital payment link or using their telephone keypad. Sensitive information is never seen or heard by the agent, and they can stay on provider

3. The agent can follow the customer's progress on a dashboard, they do not see or hear any sensitive cardholder data. Once the payment is completed the agent can move on to the next customer

- Ideal for outbound calls with the intention of collecting payment. E.g. A credit control department contacting debtors and chasing payments
- Used on a per call, or per department basis
- Outgoing calls that won't result in payment don't need to use the platform (as they're not subject to PCI compliance)

A FEW OF OUR AGENT ASSISTED PAYMENTS CLIENTS





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IN SUMMARY

Take secure over-the-phone payments with our Agent Assisted Payments solution. De-scope your entire office and remote-working environments by ensuring the payment data never reaches your systems. All sensitive details are removed from the call, reducing the risk of a data breach and creating better customer trust.

Customers can provide their sensitive cardholder data verbally, or input the numbers using their telephone keypad.

SEE IT IN ACTION, ARRANGE A DEMO

Interested to know more? We can arrange a demonstration to help you take over the phone payments in a convenient and secure way. **Contact us now:**



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