PCI-DSS Compliant Payment Solutions

Take PCI compliant payments over the phone without compromising customer experience

Remaining PCI-compliant is not an easy task, especially when the standard involves over 350 audit controls. It becomes even more difficult when managing compliance with homeworkers, where working practices are out of sight and there is nothing stopping a rogue agent from taking cardholder information.

Remove the stress, complexity and cost of managing compliance. We provide a range of telephony solutions that reduce the scope of your PCI compliance and the associated financial outlay.

Plus, we can help you improve customer experience. However you prefer to take customer payments, whether through your agents, a self-serve option or both, we'll help you find a secure, seamless solution for your business and customers.

Agent-assisted payments
Help your agents take secure, compliant card payments over the phone while providing a consistent customer experience.

Our solution is based on KeyIVR technology, a fully hosted, Level 1 PCI-DSS Compliant V3.2.1 platform. When an agent takes a payment from a customer, they transfer the call to KeyIVR, who loop the call back to the agent. Key IVR passes the cardholder information to the payment provider without your agent ever needing to hear or see it – meaning your business's scope for PCI compliance reduces massively.

The solution offers real-time reporting, call recording throughout (no need to pause and resume), integration with major payment service providers, tokenisation support for future payments, and a user interface so the agent can see payment progress. These features ensure every call is secure, compliant and delivers a consistently great customer experience.

Self-service IVR
For a secure, 24x7x365 payment system, turn to our PCI-DSS Level 1 compliant IVR solution.

A self-service IVR provides an around-the-clock, automated service for simple, repetitive calls. It delivers a quick service to the caller, frees up your agents to handle more complex calls and reduces operational costs. The solution is also brandable, with professional voice artist recorded messages included and includes multi-lingual and multi-currency support.

Key Benefits

✔	**Cost-effective** Our solutions reduce the scope of your PCI compliance, making it simpler and cheaper, and helping you to avoid costly data breaches.
✔	**Seamless** Integrate our solutions into any CRM system so that customer records remain up to date and you provide a consistent customer experience.
✔	**Easy setup** Our solutions are fully hosted, so you don't have to worry about building, managing and maintaining the infrastructure – that's all taken care of.
✔	**Flexible licensing** Concurrent licensing, charged per transaction per month, provides you with more flexibility and makes budgeting far easier.
✔	**Compatible** Working with any telephony system – from HCS to another third-party PBX – you can be sure our solutions provide a seamless user experience.
✔	**Tailored to requirements** Our experts will seek to understand your business requirements and find a solution that's right for you, whether agent-assisted, IVR or click-to-pay.

For more information on PCI-DSS Compliant Payment Solutions or other products and services we offer please call our team today on 0115 748 8000 or email us at hello@n4engage.co.uk.

Click-to-pay

Improve payment conversion with a pay-by-link service, sending a personalised SMS, email, or WhatsApp with a unique link to each customer.

The service is fully brandable, includes multiple, dynamic fields to personalise messages, and works on all web browsing devices (smartphones, tablets, laptops or desktop PCs).

By linking to a 3D secure, PCI-DSS compliant web payments page the solution means there are fewer steps needed to make payments, improving customer experience and using less agent resource.

Why N4Engage?

We've been providing collaboration and communications solutions for over 15 years. Drawing on our in-house capabilities and strong relationships with industry-celebrated partners, we have a wide range of expertise in integrating contact centres and payment systems.

We work closely with customers to establish what they need and how it can be delivered on time and budget, with no unnecessary complications or disruptions.

Why KeyIVR technology?

When it comes to choosing technology we look for a partner that aligns with our values, and offers a solution that will benefit our customers. That's why we chose KeyIVR.

KeyIVR have been developing IVRs for over 15 years and are registered with Visa Europe as a QSA assessed service and adhere to the EU's General Data Protection Regulation (GDPR).

The KeyIVR technology we use is an ISO 27001 certified, Level 1 PCI-DSS Compliant V3.2.1 platform that comes recommended by the Chartered Institute of Credit Management, worldwide payment gateways and PCI-DSS QSAs, and processes over £800m per annum.

For more information on PCI-DSS Compliant Payment Solutions or other products and services we offer please call our team today on **0115 748 8000** or email us at **hello@n4engage.co.uk**.

n4engage.co.uk