



Digital Payments

From people who know contact centres

-  A SOLUTION TO SUIT **YOUR OWN** CUSTOMERS
-  SECURE YOUR **TELEPHONE PAYMENTS** WITH OUR SERVICE
-  **SAVE MONEY** ON YOUR TRANSACTION COSTS
-  A **COMPLIANCE SERVICE** NOT JUST A TECHNOLOGY

PCI-DSS Compliance without interrupting your customers' journey

www.onepayment.cloud | 0808 196 1676



Why choose Digital Payments?

A dual attended/unattended solution



- Ideal for customers who prefer making e-commerce payments instead of telephone based payments.
- Supports both Attended and Unattended transactions within the same solution, providing extra flexibility for the completion of customer payments as required.
- An easily deployed transaction based solution with little or no infrastructure cost associated with set up.
- Accessible with all customer communication channels including voice, web chat, email and social media, all within a fully secure PCI-DSS approved manner.

Our Five-Step Process

Our process brings together contact centre expertise with PCI-DSS Specialist knowledge



1. Understand

We complete a comprehensive audit to fully understand your customer journey



2. Scope

We help develop a compliance strategy, bespoke to your business



3. Implement

We deploy the selected technology integrated within your contact centre



4. Monitor

We provide insight and advance notice of upcoming changes to regulations



5. Adapt

We update your compliance strategy, as and when regulations change

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How does it work?

Secure e-commerce transactions via digital links.

Available for both attended and unattended transactions, your customers are provided with a link to complete a secure e-commerce transaction. This can be sent over email, SMS or social media and made on a device of their choice.



ATTENDED TRANSACTIONS

The attended approach allows your agents to stay on the call or online and be available throughout the payment process. Callers can be helped and guided through the process, as the agent monitors the activity, all without being presented with any sensitive card data.



UNATTENDED TRANSACTIONS

Here you provide your customers with a link that they can access without any agent presence. They can then follow instructions on the link to complete the payment and you will be notified when the payment has been received. Parameters can be set to ensure that your customer completes payment within agreed time scales and alerts can be provided where such time scales are not adhered to.



AVAILABLE ON MULTIPLE CHANNELS

The key benefit when compared to other telephone based payment solutions, is that the digital link can be used across multiple communication channels such as web chat, social media, email and voice.



THIRD PARTY MERCHANT PROTECTION

The digital payment link also facilitates additional authentication methods in the Card Not Present (CNP) channel. This shifts the liability to the card issuers and consequently eliminates fraud related charge backs.

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Our Expertise

Combined knowledge of PCI-DSS compliance and experience in contact centres



Ciptex is a fully certified third-party provider of PCI-DSS solutions, compliant in delivering both Attended and Non-Attended technology solutions. We have a long track record in the Contact Centre industry, having delivered complex telephony solutions for a range of different customers. We have built upon our experience and combined it with our PCI-DSS knowledge to bring to market the first PCI-DSS Compliance service provided directly from a Contact Centre expert.

One Payment is our 'Compliance as a Service' solution, designed to provide the right technology for your own business needs. We are not tied to a single product and can therefore provide a range of technologies suitable for all telephone-based contact centres.

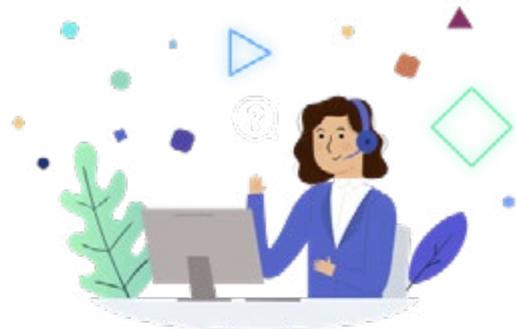
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