







Pause & Resume with Redaction

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

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Why choose Pause & Resume?

A non-compliant attended solution with redaction to reduce risk



- Involves no changes to the existing customer experience and contact centre agents continue to operate as usual
- Deployment is based on an initial fixed fee with transaction costs based on volume.
- Ideal where you already have a pause & resume solution in place and want to improve data security ahead of deploying a fully compliant solution.
- ✓ All call recordings stored within your existing contact centre can be analysed using our redaction service so any sensitive card data identified is immediately removed to reduce risk of a compliance breach.

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?

Eliminating recordings of payments so sensitive card data is not stored

Most contact centres use this technique as part of their compliance process. We make Pause & Resume far more robust by adding speech analytics software. This scans all call recordings, identifying and redacting any card data which has inadvertently been recorded.



NO CHANGE TO THE CUSTOMER OR AGENT EXPERIENCE

A popular process that has been used for many years in the contact centre industry, Pause & Resume has little impact on either your customers or agents experience.



MANUAL & AUTOMATIC CAPABILITY

Manual Pause & Resume relies on the agent manually stopping and starting the call recording at the appropriate time and failure to do so could result in the customer's card data being recorded. An automatic Pause & Resume solution requires integration between the contact centre solution, the associated call recording solution, the customer payment processing or Customer Relationship Management (CRM) solution, this solution is often costly and time consuming.



ONLY A STEP TOWARDS COMPLIANCE

The problem with both solutions is that whilst it ensures no customer card data is held on the recording system it is by no means 100% effective. It also no longer meets the Payment Card Industry guidelines as amended in 2018 as the contact centre agent still receives the full customer card data to complete the transaction.



OUR REDACTION SERVICE REDUCES RISK

Whilst no enhancements to any Pause & Resume solution can make it achieve compliance, our redaction solution will at least ensure that any customer card information recorded in error is found and removed from the call recording storage quickly and easily reducing any associated risks of retaining this data.

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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.

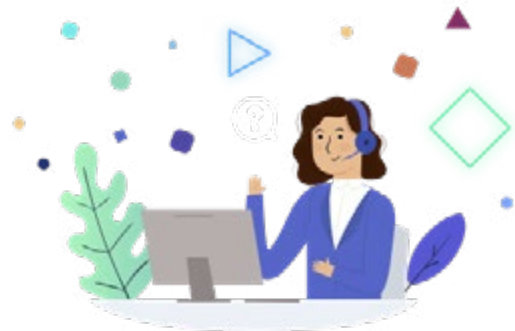
Contact us

Email: info@onepayment.cloud

Call: 0808 196 1676

Ciptex
Offices: Abbey House
Wellington Way
Weybridge
Surrey
KT13 0TT

Peter House
Oxford Street
Manchester
M1 5AN



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