One Payment

Unattended Telephony 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

Verified by **VISA**   **PCI DSS** COMPLIANT

Why choose Unattended Telephony Payments?

An unattended transaction solution

- Ideal for customers who want to use the telephone to make the payments out of hours and at a time of their choosing.

- Deployment is based on a fixed infrastructure fee and therefore has no variable transactions costs.

- Quickly and easily changed to support new sales campaigns or to adapt existing ones.

- Deployed correctly meets all of the PCI-DSS current guidelines for telephone based transactions.

Our Five-Step Process

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

1. Understand	2. Scope	3. Implement	4. Monitor	5. Adapt
We complete a comprehensive audit to fully understand your customer journey	We help develop a compliance strategy, bespoke to your business	We deploy the selected technology integrated within your contact centre	We provide insight and advance notice of upcoming changes to regulations	We update your compliance strategy, as and when regulations change

How does it work?

Secure unattended 24/7 transactions via Interactive Voice Response (IVR)

This unattended solution is perfect when you do not require your agent to remain on the call. Our automated solution allows your customers to make payments using their telephone keypad at a time which best suits them.

A 24/7 PAYMENT SOLUTION

An unattended service handled by a machine gives the benefit of being able to offer a 24x7 payment solution. It can assist with achieving payments where callers would be reluctant to discuss sensitive matters directly with an agent.

THE PAYMENT PROCESS

The solution sits at our network level (before the calls reach your telephone system and agents) and enables callers to key in their card data using their phone keypads.

- The caller dials a specific 'payment line' number
- The system plays the caller a recorded greeting and explains the process
- The caller is prompted to enter their card details via their telephone keypad
- The details are captured and provided to your Payment Services Provider (PSP), all within a PCI-DSS accredited environment
- Feedback from the PSP will enable the system to either confirm payment has been accepted or rejected, if errors have been made
- Notification is provided from the PSP to your back-office system to record the transaction
- Customer is notified of outcome and can be provided a unique reference number for the transaction

SIMPLE & COST-EFFECTIVE

The cost per transaction is appealing as automation is typically more cost effective than personnel. As it is a self-service option, the design of the call flow makes the process as simple and error free as possible.

REMOVES ALL SENSITIVE DATA FROM CONTACT CENTRE ENVIRONMENT

Sensitive data never reaches your Contact Centre as everything is suppressed and automated making the payment compliant to PCI-DSS security standards.

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.
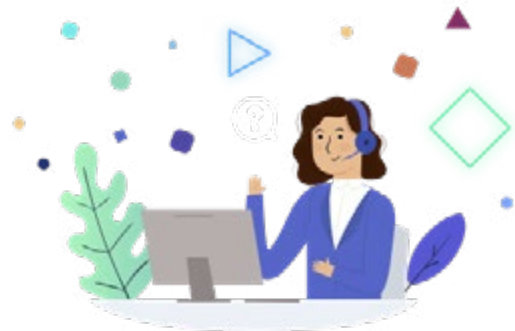
Contact us

Email: info@onepayment.cloud

Call: **0808 196 1676**

Ciptex Offices:	Abbey House	Peter House
	Wellington Way	Oxford Street
	Weybridge	Manchester
	Surrey	M1 5AN
	KT13 0TT	

One Payment
Part of the Ciptex Group