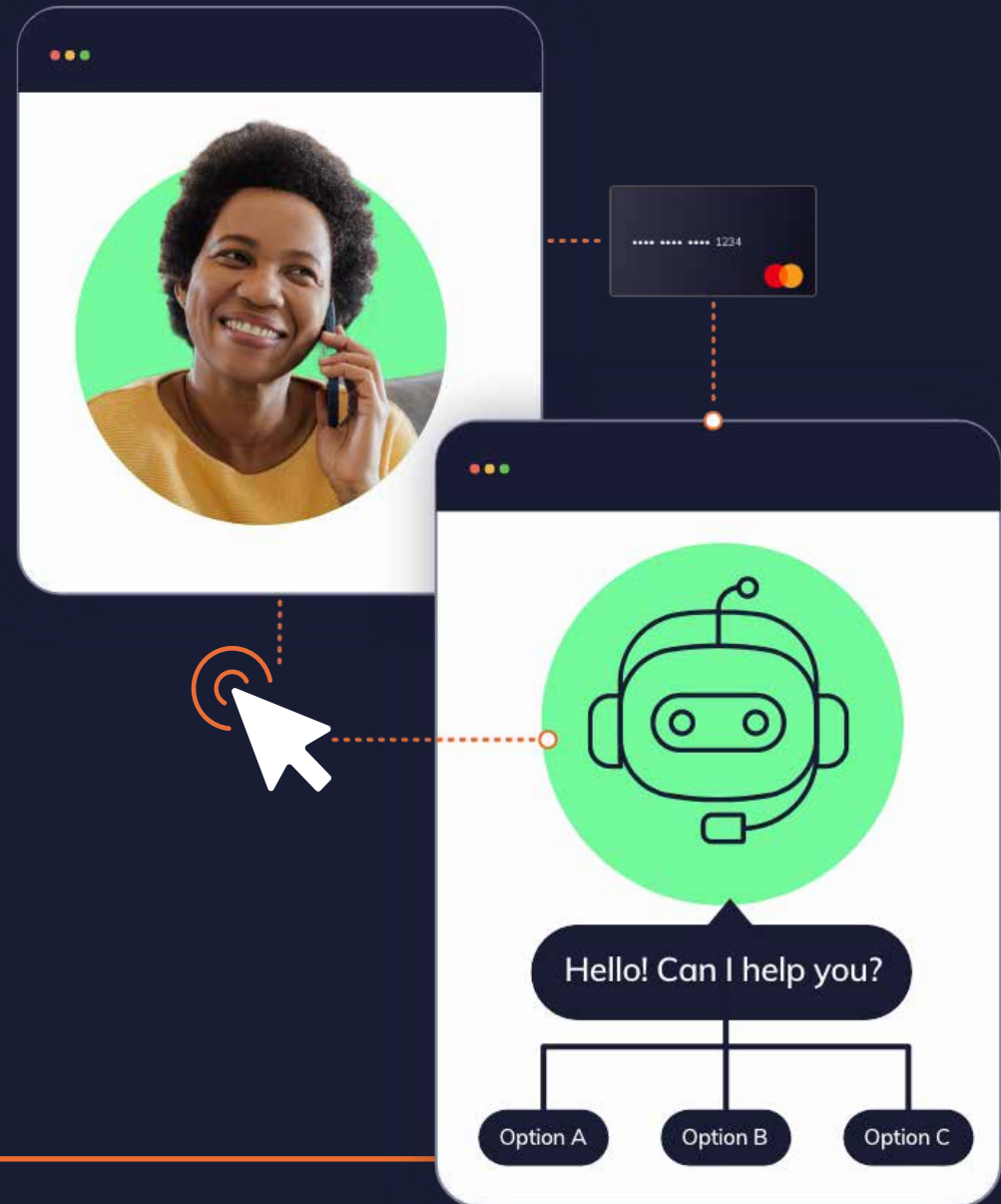




# Automating the payment experience

Ensuring that automated payments are **secure, compliant** and **intuitive** for your customers.



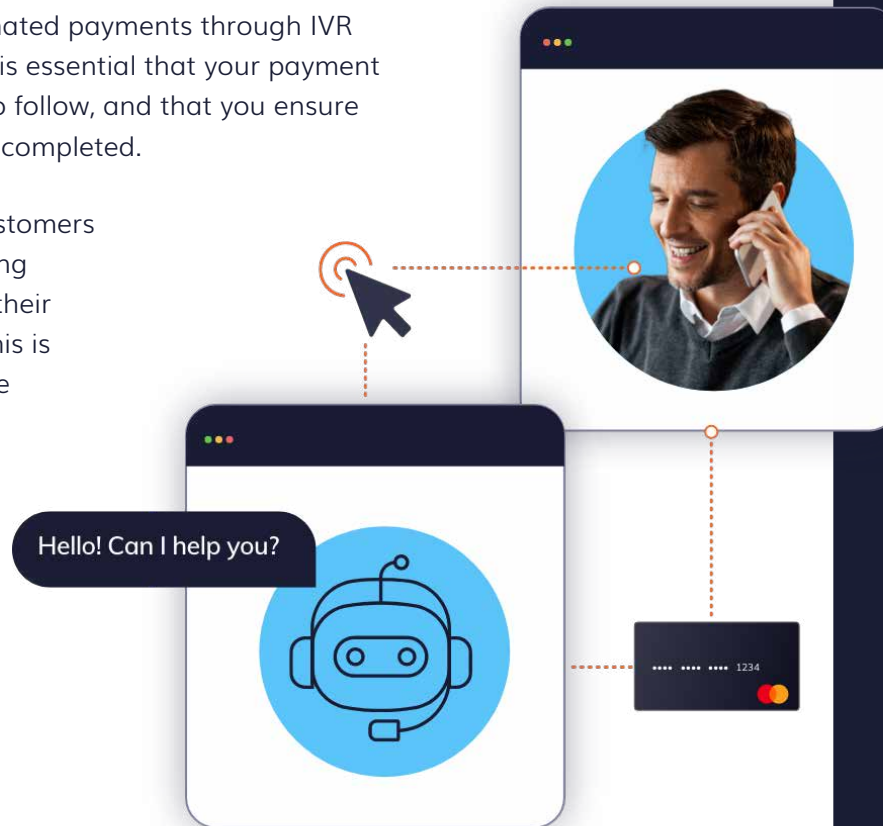
AUTOMATED SECURE PAYMENTS

# Intuitive & secure automated payments

More customers are looking for self-service options when interacting with organizations. Being able to offer secure and compliant automated payments is key to meeting customers' needs and relieving pressure on your contact center.

Whether you want to offer automated payments through IVR or a conversational AI chatbot, it is essential that your payment process is simple for customers to follow, and that you ensure more transactions are able to be completed.

You also need to provide your customers with confidence that you are taking every step to secure and protect their personal payment information; this is best achieved by ensuring you are PCI DSS compliant.



## Intuitive for customers

With easy-to-follow instructions enabling them to use their preferred payment option.



## Secure & trusted

Reassuring customers that your automated payment process is both secure and compliant.



## Aligned to need

Providing customers with choice in the way they make payments in an automated way.

# Automating payments through IVR & Voice AI Bots

When customers need to pay you, they want to do so at a time that is convenient for them and are increasingly looking for an intuitive self-service option.

PCI Pal enables you to provide a way for your customers to make a payment 24x7. Either leveraging our cloud voice platform or fully integrated into your existing IVR system or Conversational AI Voice Bot.

Our solution can be deployed as a simple DTMF-based solution, can harness the full-power of advanced speech recognition, or can operate as a combination of the two.

We ensure that every automated transaction is secure and PCI DSS Level 1 compliant.



## KEY to pay

With key to pay, the customer is prompted to enter their payment details using their phone keypad. The generated DTMF tones are captured by our secure payment solution fully masked to ensure no payment details enter your environment.



## SPEAK to pay

For those customers that prefer to simply say their payment details, we also provide a speak to pay option. This leverages advanced AI-powered speech recognition to capture spoken digits and convert these to the data required to complete the transaction. As with key to pay, no sensitive payment information enters your environment.

# Taking payments with conversational AI chatbots

Generative AI chatbots are transforming contact centers and driving efficiencies in the way we interact with customers. Enabling these bots to take secure payments can streamline the process and deliver faster, frictionless experiences.

PCI Pal's secure digital payment solutions have been integrated into leading AI-powered chatbot technology to fully automate the payment process.

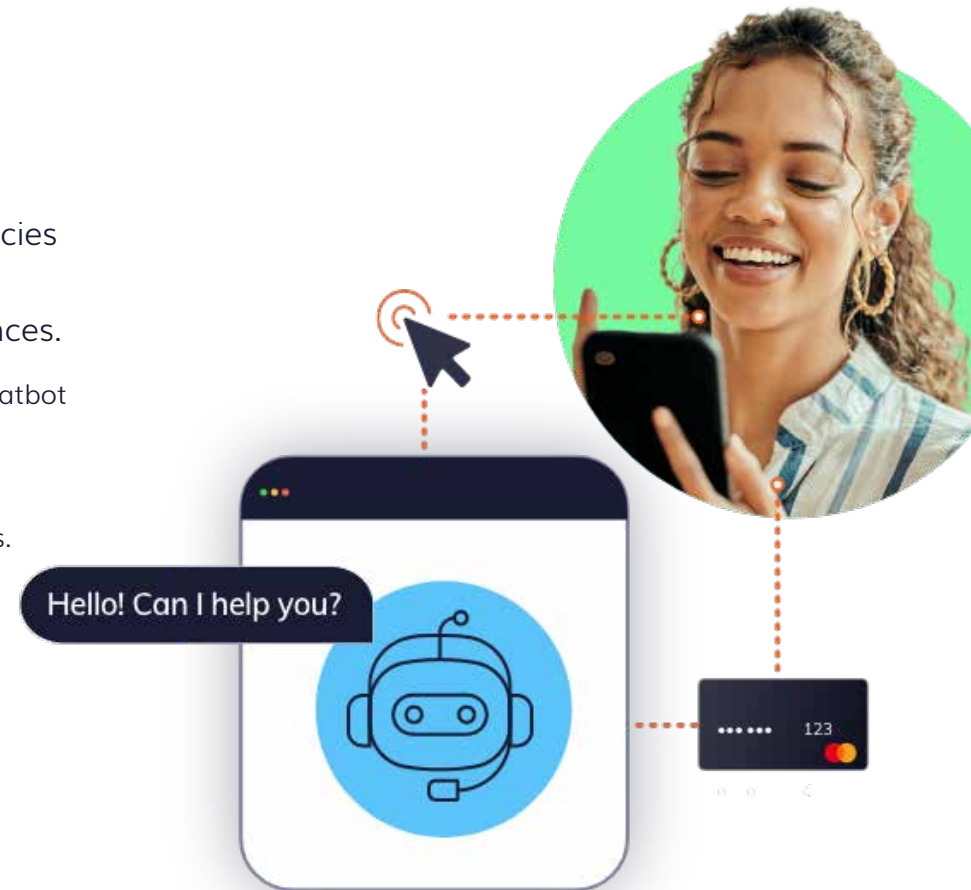
In a similar way as an agent would guide the customer through the payment process, the chatbot is able to step the customer through the secure and PCI DSS compliant process.



**CLICK**  
to pay

In this case the chatbot leverages our click to pay capability; it requests a secure digital link from our solution that it passes onto the customer. The customer is stepped through an intuitive process and all payment information is gathered in our secure cloud.

Status information is passed back to the bot so that it can guide the customer through the process and complete the interaction.



# Secure, PCI DSS compliant & seamlessly integrated

With PCI Pal, you are able to quickly put in place a fully PCI DSS compliant solution to deliver secure payments that is seamlessly integrated into your contact center environment.

## Full PCI DSS compliance

We remove the complexity of compliance. All payment information is collected and secured within our solution and no data enters your environment. This descopes your requirements for assessment and enables you to rely on our Attestation of Compliance to demonstrate full PCI DSS Level 1 adherence..

## Seamless part of your environment

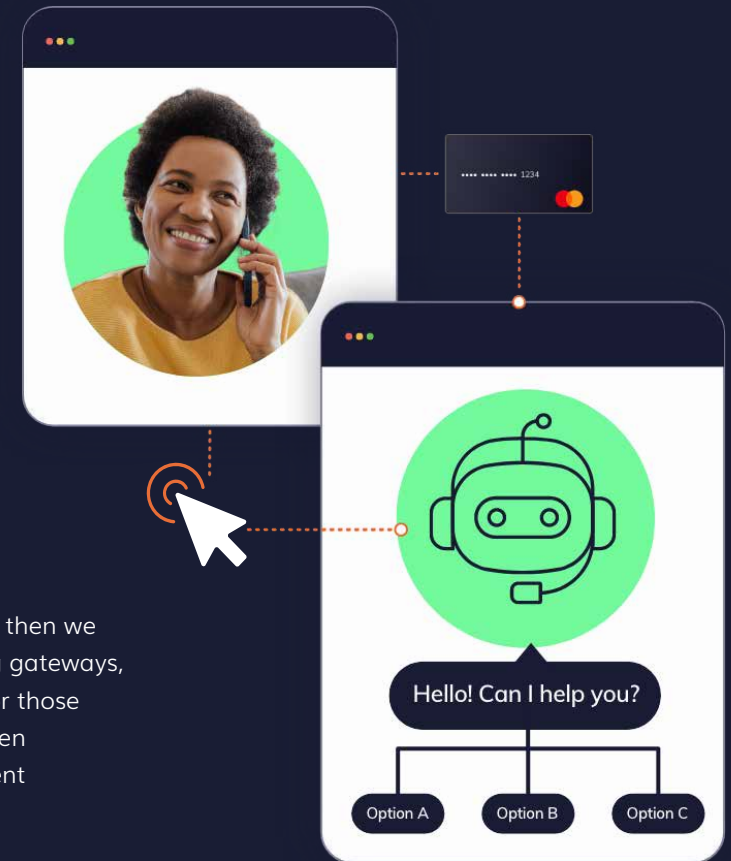
We partner with the leading UCaaS and CCaaS vendors; our solution seamlessly integrates into your contact center environment ensuring a seamless experience for both your agents and your customers.

## Payment gateway flexibility

If you already have a payment gateway in place, then we offer a wide range of connectors into the leading gateways, seamlessly integrating into your environment. For those that do not have a payment gateway already, then we offer a turnkey solution with a leading payment gateway embedded.

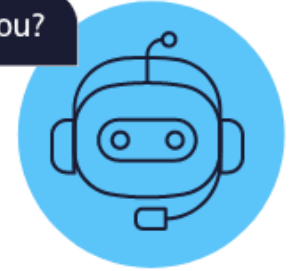
## More payment options

With PCI Pal solutions enabling you to offer your customers payment choice with pay by card, eWallet and eBanking.



# The benefits of PCI Pal automated secure payments

Hello! Can I help you?



## Improve customer experience

By enabling them to use the interaction channel they prefer and removing complexity and friction from the payment process.



## Secure & compliant

By ensuring that no payment details are captured or held in your systems but controlled by a fully PCI DSS compliant solution that is secure by design.



## Improve efficiency

By enabling more interactions with your customers, including payments, to be conducted and completed over more efficient automated channels including AI-powered bots and IVR.



## Reduce agent burden

By providing a highly efficient and effective way to take customer payments without the need for a live agent.



## Increase revenue

By offering more payment options to customers and removing friction to ensure more transactions are successfully completed.



## Reduce transaction costs

By not only making each payment more efficient but enabling you to leverage payment options that have a lower transactional cost.

# Why PCI Pal

PCI Pal enables all businesses to take secure and frictionless payments in their organizations and to step confidently into a more digitally diverse future.

Our SaaS based solution allows customer-facing teams, of any size and geographical location, to offer a frictionless payment experience to their customers.

A payment experience that customers trust and allows them to use their payment method, over any channel, in a highly secure and compliant way. Our expertise and leading technology have made us the preferred secure payment solution for leading brands and recommended by vendors and payment providers.

Transform your contact center  
payment experience today

[Book a demo](#)