PCI Pal is Enhancing Contact Center Payments Through the Power of AI

PCI Pal partners with leading AI providers to take secure payments to the next level

Charlotte, N.C., June 22, 2023 – PCI Pal (LON: PCIP), the global SaaS provider of secure payment solutions for business communications, is leveraging its technology to allow organizations to integrate secure payment options to Intelligent Virtual Assistants.

Through Intelligent Virtual Assistants/Agents, Chatbots, and Voicebots, customers can effortlessly make payments within AI-powered conversations, reducing friction and increasing satisfaction. With a single PCI Pal API across all interaction channels, the integration allows the AI provider to invoke PCI Pal when the customer needs to pay, ensuring a seamless and secure experience across all digital and voice channels.

The integration leverages PCI Pal's advanced security features and Conversational AI's natural language processing capabilities to ensure each transaction is secure and compliant with industry standards. This powerful combination enables businesses to deliver a personalized customer experience, reduces fraud risks and instills confidence in both businesses and their customers.

"With this integration of [Conversational AI](#), PCI Pal is revolutionizing the way merchants accept payments, making it simpler, faster and more secure," said VP of Product Alessandro Dalla Volta. "AI is a powerful tool we are excited to leverage to enhance the capabilities of our solutions and improve the user experience."

To make this possible, PCI Pal is partnering with cutting-edge Conversational AI technology providers, [Converse360](#) and [PolyAI](#).

By entrusting PCI Pal with the handling of sensitive payment data, businesses and their customers can rest assured that they remain PCI DSS compliant, guaranteeing security for merchants and customers.

For more information on PCI Pal visit www.pcipal.com or follow PCI Pal on [Twitter](#).

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About PCI Pal

PCI Pal (LON: PCIP) is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss.

Its mission is to safeguard reputation and trust by providing customers with secure payment solutions for any business communications environment including voice, chat, social, email, and contact center.

PCI Pal is integrated to, and resold by, some of the worlds' leading business communications vendors, as well as major payment service providers.

PCI Pal products can be used by any size organization globally, and it is proud to work with some of the largest and most respected brands in the world.

For more information visit www.pcipal.com or follow the team on LinkedIn: https://www.linkedin.com/company/pci-pal/.

Contact:
Anna Ferko
pcipal@sourcecodecomms.com