



# Zoom Contact Center PCI Pal Troubleshooting Guide

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## 1 Introduction

### 1.1 Zoom

Zoom is the leader in modern enterprise video communications, with an easy, reliable cloud platform for video and audio conferencing, collaboration, chat, and webinars across mobile devices, desktops, telephones, and room systems. Founded in 2011, Zoom helps businesses and organizations bring their teams together in a frictionless environment to get more done. Zoom is headquartered in San Jose, California.

This solution is in partnership with PCI Pal, enabling companies to take payments from their customers over the phone.

This document will take you through some of the troubleshooting areas of the solution.

## 2 Zoom Contact Center – Agent Assist & Speech Payment Journey

### 2.1 Voice Engagement

#### i. Securing the call:

Unlinked to PCI Pal:



Linked to PCI Pal & Secure:

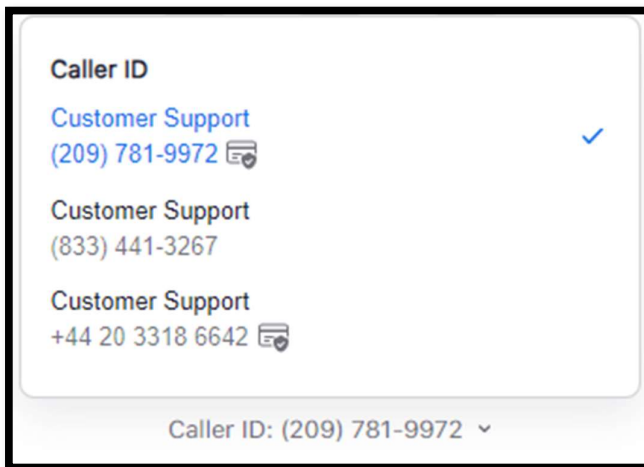


Linked to PCI Pal, Call not secured:



If your line is not securing, ensure you are using a number enabled to Secure Calls

You are able to see this by clicking on the Caller ID Dropdown and viewing all numbers available. The lines that are enabled to secure calls are represented via the credit card icon.



If you are using a line that is enabled in securing calls, but the calls are still unable to secure, Zoom will need to investigate further.

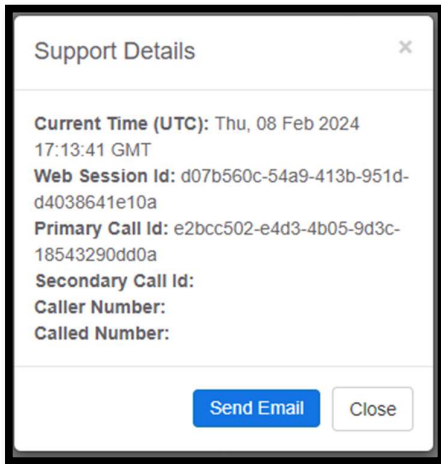
#### ii. Obtaining Session Information

When opening a support case, the team will need some specific information in regard to the PCI Pal element of the call. Please note that this needs to be collected by the Agent BEFORE closing the flow.

The Agent will need to kick on the PCI Pal logo at the top

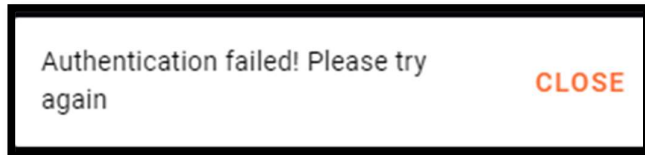


This will open up a popup. The Agent will need to copy and paste this data to the support team.

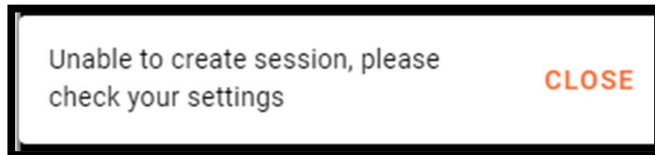


If unlinked not all data will be populated.

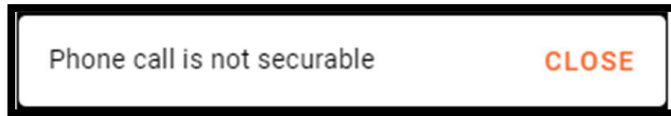
### iii. App Alerts:



This alert will appear if the App is unable to confirm authentication of the settings set up by the Admin. The Launch button will not appear



This alert will appear if the app is unable to launch a session to take a payment



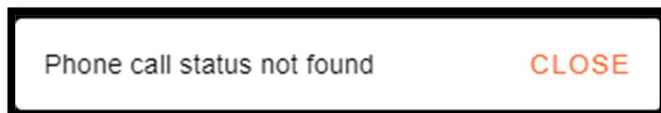
This alert will appear if the call is on a non-securable line. Zoom will need to investigate this.



This alert appears at the bottom of the app when the Payment Journey is starting



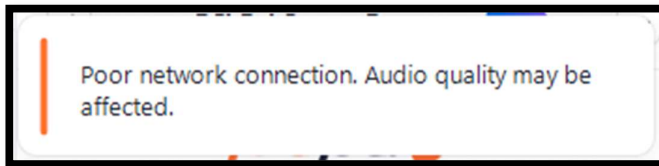
This alert appears at the bottom of the app when the call has been successfully secured



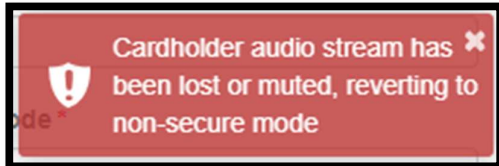
This alert appears when PCI Pal is un-sure whether the call is securable. The Agent will likely need to re-establish a new call, or take the payment via the Digital payment journey.



This alert appears at the top of the app when the call has been disconnected. This is a Zoom alert.



This alert appears at the top of the app should Zoom believe the Agent's network to be weak or comprised during a call. This is a Zoom alert.



This alert will appear should the call be unable to keep secure. At the same time the Phone icon will go from Green to Red.

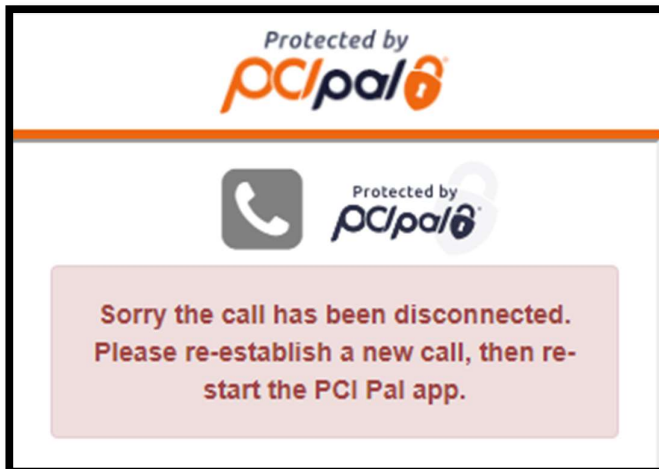


This alert will appear if the call was on a secure line, but unable to be secured successfully. It will re-attempt a few times. *The Session ID will differ for each call.*

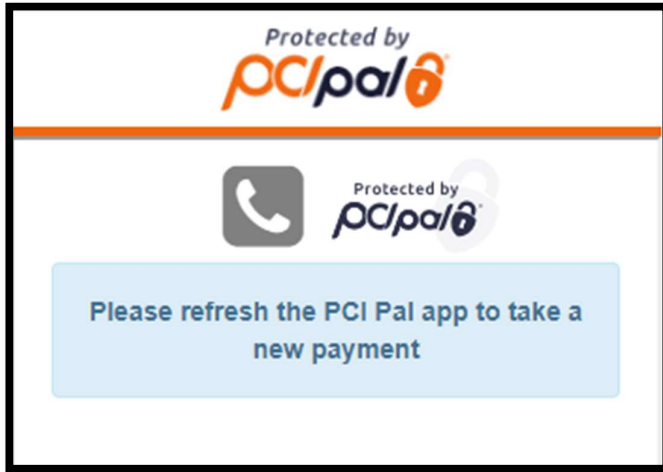
iv. Journey Alerts



This alert will appear whilst processing a payment. Showing the Agent that the payment gateway is reviewing the card data and deciding if the transaction is successful or not.



This alert will appear if the call has been disconnected before the full payment journey was completed.



This alert will appear at the end of a full payment journey. You are able to take additional payments from the same caller after this page, without the need to hang up the call.

[End of Agent Assist & Speech]

### 3 Zoom Contact Center – Digital Payment Journey

#### 3.1 Chat Engagement

##### i. Securing the Digital Session:

Digital Session Not Connected:



Digital Session Connected:



##### ii. Obtaining Session Information

When opening a support case, the team will need some specific information in regard to the PCI Pal element of the call. Please note that this needs to be collected by the Agent BEFORE closing the flow. The Agent will need to kick on the PCI Pal logo at the top

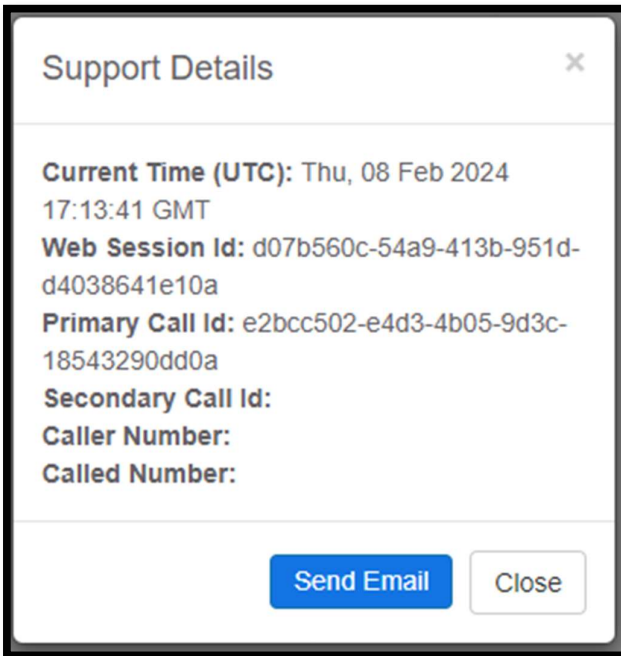
Digital Session Not Connected:



Digital Session Connected:

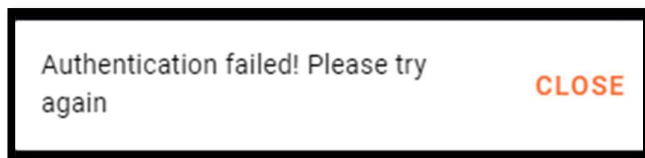


This will open up a popup. The Agent will need to copy and paste this data to the support team.



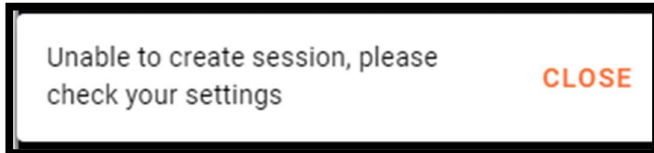
*If unlinked not all data will be populated.*

##### iii. App Alerts:



This alert will appear if the App is unable to confirm authentication of the settings set up by the Admin. The Launch button will not appear

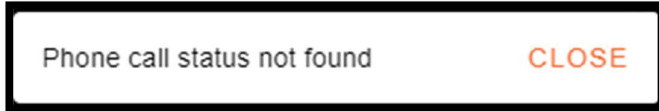




This alert will appear if the app is unable to launch a session to take a payment



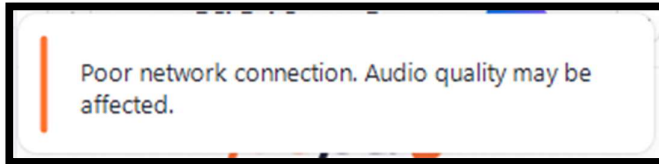
This alert appears at the bottom of the app when the Payment Journey is starting



This alert appears when PCI Pal is un-sure whether the call is securable. The Agent will likely need to re-establish a new call, or take the payment via the Digital payment journey.

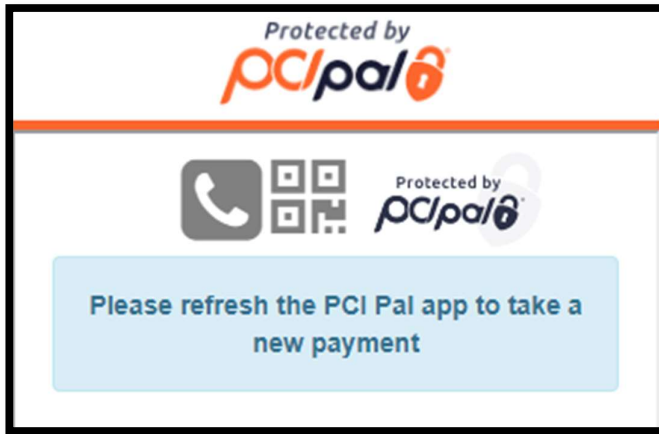


This alert appears at the top of the app when the call has been disconnected. This is a Zoom alert.



This alert appears at the top of the app should Zoom believe the Agent's network to be weak or comprised during a call. This is a Zoom alert.

iv. Journey Alerts



This alert will appear at the end of a full payment journey. You are able to take additional payments from the same caller after this page, without the need to hang up the call.

[End of Digital]

## 4 Zoom Contact Center – Telephony SIP Messages

### 4.1 Voice Engagements

#### i. SIP Error Codes:

- If the PIN submitted by Zoom is incorrect, PCI Pal telephony will respond with a “603 Declined”.
- Both call legs must reach PCI Pal with 15 seconds of each other. PCI Pal will respond with “603 Declined”
- Codecs must be the same on both call legs
- If the Customer is multi region, and the region selected is incorrect PCI Pal will respond with “603 Declined”.
- If the sessions pin was previously secure (and unsecured) the session PIN will not work on additional attempts. PCI Pal will respond with “603 Declined”.
- If the call is routed to PCI Pal Region, and the Customer is ‘Unknown on CLI’ then PCI Pal will respond with a “503 – No Route Found”
- If no audio is presented to the card holder leg for more than 10 Seconds, then the call will be unsecured and the phone icon will change from Green to Red.

These error codes are in the SIP messaging only, they do not populate any warnings or alerts on the PCI Pal Flow/App/GUI

## 5 Unsupported Scenarios

- Agent A transfer to ZCC Agent B (Test not supported)
- Agent A takeover call from Agent B (using BMWT) (Test not supported)

[End of Telephony]