

PCI DSS stands for Payment Card Industry Data Security Standard. It was developed by a group of major payment card issuers in 2004 with the aim of reducing credit card fraud.

# Securing Your Contact Center with a PCI DSS Compliant Solution

If you are a business of any size accepting credit cards, you must be in compliance with PCI Security Council standards. PCI DSS (Payment Card Industry Data Security Standard) compliance is designed to protect consumers.

Businesses that can prove they comply with this standard give their customers peace of mind that their credit card information is being dealt with safely and securely. And by complying, businesses can avoid costs associated with data breaches and protect brand reputation.

However, achieving and maintaining compliance involves a lot of time and effort, especially in instances where sensitive payment card data is communicated remotely.

Vonage Contact Center for Salesforce makes it easy for you to have a fully PCI compliant solution.



In partnership with



## About Our Solution

We have partnered with PCI Pal, a leading provider of PCI DSS compliant solutions, to develop an integrated contact center offering that provides compliance with a seamless customer and agent experience. Together, we offer a solution that makes it easy to guarantee your customers that their payment data is safe.

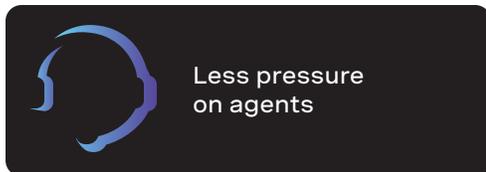
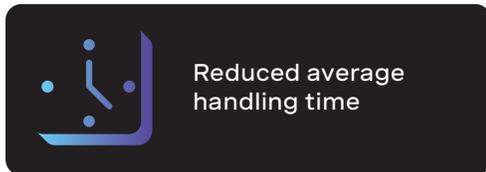
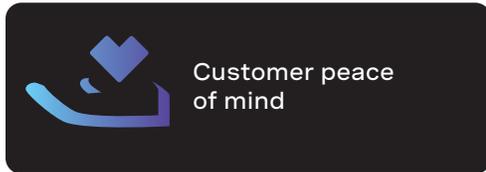
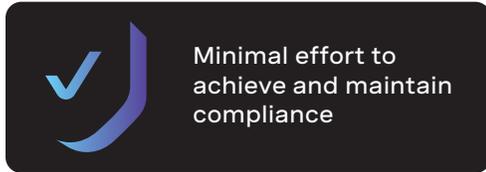
Our solution integrates with Salesforce making it easy for your agents to handle and process payments. Agents can seamlessly process payments in complete compliance by descoping their environment and the system's flexibility makes it possible to integrate into your existing business process. Additionally, if agents process payments using other systems, our solution can integrate with them as well, leaving your current relationships and systems intact.

PCI Pal's pioneering secure cloud payment solutions are certified PCI DSS Level 1, the highest level of security developed by leading card companies. Vonage Contact Center for Salesforce can provide these offerings built around your contact center and processes to ensure you can operate in the way that is best for your business and your customers.

## How It Works

- When a payment is required, the agent selects the 'Take Payment' option within the Salesforce user interface and asks the customer to enter the card details using the telephone keypad.
- The customer enters card details via telephone keypad.
- The cloud platform captures the keypad tones and masks them as a monotone beep, preventing them from reaching the contact center. The customer's voice is allowed through in the event that communication is needed with the agent.
- Asterisks are displayed in the agent interface allowing the agent to monitor the card information collection progress. Card data does not reach the contact center.
- The agent selects the "Process Transaction" button, after which the transaction is sent to the payment provider. No cardholder data enters your environment.
- Payment is then processed by your payment provider.

We offer a solution that makes it easy to guarantee your customers that their payment data is safe. Our solution integrates with Salesforce making it easy for your agents to handle and process payments.



To Find Out How We Can Help You Have Better Conversations, Request a Demo:

[vonage.com/contact-centers](https://vonage.com/contact-centers)

## Contact Us

Vonage Contact Center for Salesforce powers customer engagement that transforms businesses globally. The award-winning cloud customer contact platform revolutionizes the way organizations connect with their customers worldwide, enabling them to sell more, serve better and grow faster.