ipSCAPE PAY

ipSCAPE

Protect your customers and your business with our easy-to-use and easy-to-deploy Payment Card Industry Data Security Standard (PCI DSS) solution.

The Payment Card Industry Data Security Standard is a set of security standards designed to ensure that all companies that accept, process, store or transmit credit card information maintain a secure environment.

ipSCAPE PAY enables your agents to make payment transactions using credit card information over the phone in a secure, PCI DSS compliant manner, **while maintaining voice communication with the customer, throughout the call**. This is about delivering legendary customer experience!

Configured in a matter of a few clicks, ipSCAPE PAY is financial institution agnostic and can either be accessed through a combined Customer Relationship Management system and Computer Telephony Integration (CTI) solution or the native ipSCAPE agent interface (toolbar).

Key benefits:

✓ **Provide an improved and secure customer experience**

ipSCAPE PAY provides a clear, secure and easy way to handle payment transactions over the phone. Maintaining customer communication for the call duration ensures the best customer experience
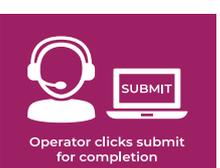
✓ **Reduce reputational risk**

Protect your brand with a certified PCI DSS solution managed by specialists

✓ **Cost-effective solution**

ipSCAPE PAY requires minimum setup and is billed on a per transaction basis, eliminating the need to allocate large budgets, internal resources or create costly projects to meet PCI compliancy

✓ **Swift Deployment**

ipSCAPE PAY can be deployed in a matter of minutes, whereas a self-administered PCI compliance approach may involve a 12-18 month intense project

Solution	**Call Flow** ——————————————→				**Implications**
Traditional Call Centre Payments	Customer calls 1300 no.	Operator asks for card number	Customer tells the operator the card number	Operator inputs number into payment page and submits for completion	✕ Average customer experience ✕ Cost prohibitive ✕ Not compliant with PCI standards
Traditional IVR Gateway Payments	Customer calls 1300 no.	IVR prompts customer for the card number	Customer inputs the card number via pin pad	IVR confirms number and submits for completion	✕ Average customer experience as no support for customer ✓ Meets PCI security standards ✓ Cost effective
ipSCAPE PAY	Customer calls 1300 no.	Operator asks for card number	Customer securely inputs the card number via the telephone keypad. Card details are hidden from the agent	Operator clicks submit for completion	✓ Positive customer experience ✓ Easy to deploy ✓ Provides secure & compliant telephony transactions

Key features:

Agent Assisted Payment
Enables the agent to collect credit card information over the phone in a secure, PCI DSS compliant manner while maintaining voice communication with the customer. No visible information or audible tones are presented to the agents. Agents visualise the status of the transaction in real-time

Self- Service IVR Payment
Self-service IVR for collecting credit card information

Tokenisation
Convert each transaction into a token which can be used later for processing payment in a secure manner

Pre-authorisation
Put a temporary "hold" on the funds that last for five days

Real-time Purchase
Outcome of the transaction is sent while the customer is still on the phone

Financial Institution Configuration
Add new or change financial institutions on demand. Manage multiple financial institutions and multiples merchant accounts

Global Solution
ipSCAPE PAY can be utilised world-wide

CRM Integration
Integrate ipSCAPE PAY with your CRM solution. Access ipSCAPE PAY directly through your CTI Adaptor. Increase agent efficiency and reduce human errors via configurable pre-populated fields (amount, invoice...)

What our clients have to say

The cloud technology also helps to ensure that any investment you make in the contact centre doesn't become obsolete.... We find that ipSCAPE scales really well with our business.

Jonathan Matthews
Customer Service Director, Laithwaite's Wine People

Discover ipSCAPE's related solutions

- ✓ Outbound Call Management Solution
- ✓ Business Intelligence Solution
- ✓ ipSCAPE Analytics
- ✓ Quality Assurance

- ✓ System Integration
- ✓ ipSCAPE Mobile Connect
- ✓ ipSCAPE Chat

- ✓ The ipSCAPE Ecosystem
- ✓ The ipSCAPE Cloud
- ✓ Agent Connectivity

About ipSCAPE

The first contact centre platform provider world-wide to offer pure Software as a Service (SaaS) commercial terms, ipSCAPE empowers all businesses, regardless of size, to create and run world-class cloud contact centres.
Proudly founded in Australia, citizen of the world

ipSCAPE

1300 477 227
sales@ipscape.com.au
www.ipscape.com.au