talkdesk®

PCI Payment

Securely manage credit card transactions

Fraud losses worldwide reached $27.85 billion in 2018 and are projected to rise to $35.67 billion in five years, and $40.63 billion in 10 years.

— 2018 NILSON PAYMENT CARD FRAUD REPORT

Securely manage credit card transactions

With commerce increasingly taking place over the phone, chat, email and online, contact centers are often a target of external threats and a key focal point for PCI regulators. Ensure all financial transactions between you and your customers are properly handled with Talkdesk PCI Payment™, a PCI-DSS Level 1 compliant solution that provides a secure and compliant means of processing sensitive credit card data.

Increase Caller Satisfaction

Offer customers peace of mind by providing a simple, secure way to facilitate credit card transactions over the phone — whether they happen with an agent or in the IVR. PCI Payment integrates with all major payment providers, so callers can use their preferred card.

Improve Security and Compliance

Protect your workforce from social engineering and prevent fraud attempts by ensuring credit card data never enters the contact center environment. In addition, because sensitive card data is prevented from reaching the agent, the scope of PCI compliance is significantly reduced.

Ensure Seamless Conversations

Add security without adding complexity. Using PCI Payment doesn't disrupt a live call, so your customer can continue to be guided and receive agent assistance through the process.

Features

- Secure Phone Transactions
- Protected Agents
- Seamless Interactions
- 50+ Major Payment Providers Supported