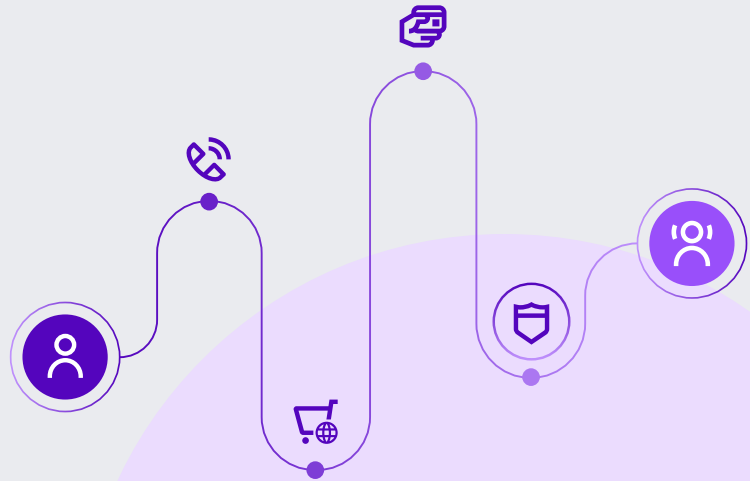# :talkdesk®

Talkdesk Secure Payments™

Securely manage credit card transactions.

Keep credit card transactions secure and remain PCI DSS compliant.
Offer your callers peace of mind and a simple, safe way to make transactions.

Main capabilities

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 Secure Payments™, a PCI-DSS Level 1 compliant solution that provides a secure and compliant means of processing sensitive credit card data.

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. Secure Payments 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 Secure Payments doesn't disrupt a live call, so your customer can continue to be guided and receive agent assistance through the process.

By 2025, total payment card volume worldwide is projected to be $56.182 trillion, with gross card fraud globally expected to be $35.31 billion. Losses to fraud in the U.S. are projected to reach $12.51 billion in 2025.

— **2020 NILSON PAYMENT CARD FRAUD REPORT**

Key features

Secure phone transactions

Protected agents

Seamless interactions

50+ major payment providers supported