

Call Studio

Pay-Tel™



Take card payments securely over the phone

In order to combat credit and debit card fraud, the PCI DSS (Payment Card Industry Data Security Standard) states that all companies who wish to take payments “over the phone” must comply with rigid regulations and protocols. In all there are 12 distinct PCI compliance requirements relating to transactions and data storage applicable to over the phone card transactions – all of which must be abided by.

Working alongside all of our Call Studio products, Pay-Tel is an easy to setup system which ensures that credit and debit card transactions can be taken over the phone in a way which is 100% compliant with the guidelines set out by the PCI. Pay-Tel makes taking payment easy whilst protecting the private information of customers and vastly reducing the risk of fraud and returned payments.



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Pay-Tel™



What is Pay-Tel?

Pay-Tel allows for credit and debit card payments to be taken over the phone securely and efficiently using any standard phone keypad. By suppressing the DTMF tones entered by the caller, the system prevents personal information from being picked up by the call-handler, caller or recording equipment ensuring watertight security of data. The payment details are forwarded straight through to the merchant's credit card processing platform in a secure format such as XML or HTTPs (other formats are available on request).

With examples of high profile security breaches increasingly common in the media, complying with the PCI standards has never been more important. PCI compliance firms up your corporate security and gives your customers added peace of mind when divulging their private card details. In accordance with legal requirements concerning call recording and storage, Pay-Tel also supports operation alongside call recording systems without disruption.

Pay-Tel provides a secure and practical way to take card payments over the phone. The simple system can be setup and activated in minutes and dispenses with the need for external systems or hardware in order to provide a complete PCI compliant payment gateway. Automated prompts guide both the caller and the agent through the process and having set up a reference number for the caller, the agent receives their details without being able to access them all.

Pay-Tel is a “bolt-on” service for all of our Call Studio products such as One to One and One to Many.

Features

- Uses a standard phone keypad to input payment details
- Complements all of our Call Studio products
- Works alongside call recording systems
- Eliminates card theft risk and combats credit card fraud
- Details kept secure via XML or HTTPs (other formats available on request)

The Benefits

- Designed to integrate seamlessly with business's CRM's
- Can be set up in minutes
- Complies with all 12 PCI compliance requirements for transactions and data storage
- Provides a cost effective alternative to other PCI compliant systems
- Easy to use for both callers and agents

**Pay-Tel is designed as a “bolt-on” product for all of our Call Studio products.
To find out more, get in touch with our expert team on 0844 556 7888**