PCI Pal™

The Trusted Transaction Layer

Assisted Secure Payments

Transforming the payment experience

Making every transaction secure, compliant and a seamless part of the customer interaction.

pcipal.com

PCI Pal

Transforming payment experiences and securing every transaction

When interacting with customers in your contact center or across your customer-facing teams, there is often a need to take a payment. You need this process to be effortless, secure and deliver the best possible customer experience.

This is achieved by ensuring that taking a payment is a seamless part of the customer interaction with your agents assisting and guiding the customer through every step of the process.

Your customers want choice and flexibility, interacting with you over their channel of choice and utilizing their preferred payment method, and you need to cater for these needs.

But most of all, your customers have to trust that every transaction is secure and that you will protect their personal payment information.

Effortless for customers

With the agent guiding them through every step of the process, removing friction and avoiding frustration.

Secure & trusted

Providing customers with confidence that each and every transaction is secure.

Enable flexibility

Through a single solution across every interaction channel and supporting multiple payment options.



PCI Pal

Three ways to assist customers through the payment process

Whether you are interacting with customers over the phone, by email or chat, we enable you to guide the customer through a simple payment process.

We offer three agent-assisted ways of taking a payment that can either be deployed individually or together to offer choice to your customers.



Click to Pay

With Click to Pay, at point of payment the agent is able to generate and send a digital link. By clicking on this link, the customer is stepped through an intuitive payment process with options to pay by card, by eWallet or by bank. The agent is able to track each step and guide the customer where necessary.



Key to Pay

With Key to Pay, the agent asks the customer to enter their payment details using their telephone keypad. The agent neither sees nor hears any of the information but is shown progress of each step enabling them to guide the customer through each stage to completion.



Speak to Pay

By utilizing AI-powered natural language speech recognition, we are able to let your customer say their payment details; these are captured and translated into data within our secure platform. Once again, the agent is able to track each step of the process but neither see nor hear any of the sensitive information.

PCI Pal

Secure, PCI DSS compliant & seamlessly integrated

With PCI Pal, you are able to quickly put in place a fully PCI DSS compliant solution to deliver secure payments that is seamlessly integrated into your contact center environment.

Full PCI DSS compliance

We remove the complexity of compliance. All payment information is collected and secured within our solution and no data enters your environment. This descopes your requirements for assessment and enables you to rely on our Attestation of Compliance to demonstrate full PCI DSS Level 1 compliance.

Seamless part of your environment

We partner with the leading UCaaS and CCaaS vendors; our solution seamlessly integrates into your contact center environment ensuring a seamless experience for both your agents and our customers.

Payment gateway flexibility

If you already have a payment gateway in place, then we offer a wide range of connectors into the leading gateways, seamlessly integrating into your environment. For those that do not have a payment gateway already, then we offer a turnkey solution with a leading payment gateway embedded.

More payment options

With PCI Pal solutions enabling you to offer your customers payment choice with pay by card, eWallet, buy-now-pay-later options and eBanking.



The benefits of PCI Pal assisted secure payments

Increase revenue

By making payments a seamless part of the interaction, with the agent supporting the customers through the process to successfully complete more transactions.

Better customer experience

By removing friction from the payment process, we make it fast and easy for the customer - improving the experience and driving greater retention.

Secure & compliant

By using a platform that is PCI DSS Level 1 compliant and ensuring that no payment details are captured or held in your systems.

Reduce handle time

By simplifying and streamlining the process, average handle-time is reduced and the need for subsequent/repeat calls are avoided.

Improve agent experience

By taking the pressure off agents to collect and enter payment details, you allow them to focus on delivering the best experience; this makes their role far more rewarding.

Reduce transaction costs

By enabling you to leverage payment options that reduce per transaction costs and increase conversions.



Get future-fit with PCI Pal

PCI Pal provides businesses with flexible, secure payment solutions that help ensure PCI compliance and deliver a compelling customer experience across any business communication channel.

Our mission is to enable all businesses to take secure and frictionless payments in their contact centers and to step confidently into a more digitally diverse future.

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Transform your contact center payment experience today

BOOK A DEMO →