

AVA & IVR **A**SSIST

Secure automated payments, lower cost per transaction and reduced PCI scope



The Challenge

- ✗ High call volumes for simple payments
- ✗ Agents handling low-value transactions
- ✗ Inconsistent AVA & IVR Security controls
- ✗ Poor customer experience from legacy IVR designs

What AVA & IVR Assist Enables

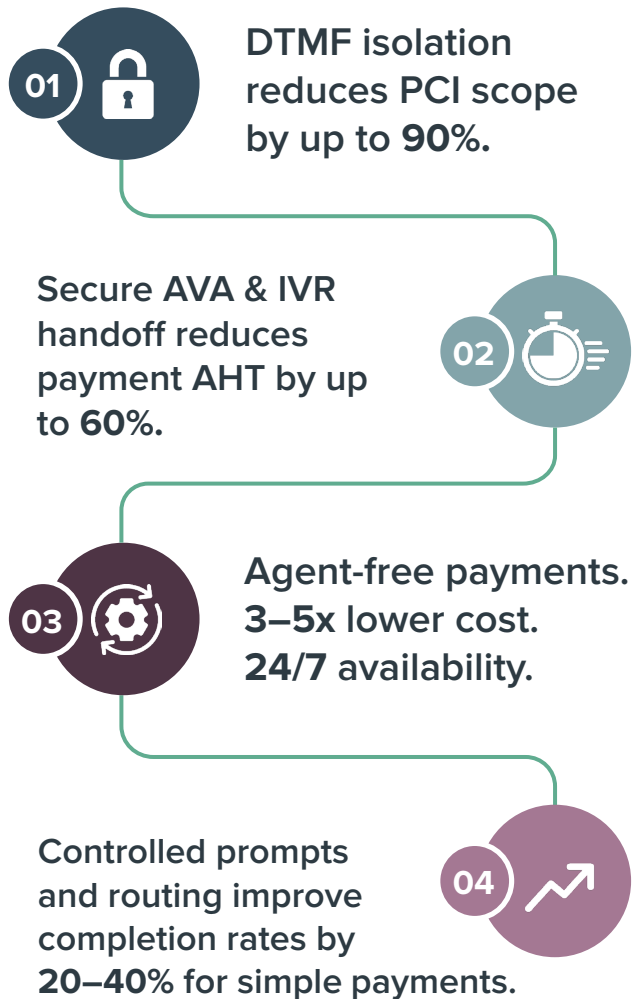
- ✓ Secure agent-free card capture via AVA & IVR with voice and DTMF
- ✓ Scalable automation for routine payment scenarios
- ✓ Configurable AVA & IVR journeys with full control
- ✓ Gateway and PSP flexibility
- ✓ Reduced PCI exposure by design

60% AHT reduction on payment calls

INVISIBLE Compliance

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EXCEPTIONAL Experience

Key Capabilities



Security & Compliance by Design

- 01 Secure isolation of DTMF payments
- 02 Card data never enters agent desktops or call recordings
- 03 Tokenisation and encryption throughout the payment flow

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Self-service performs best when used for simple, high-frequency tasks such as payments.

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Genesys

CX Research

80% prefer self-service for simple payments



aws marketplace

AVA & IVR ASSIST

A MODULE OF **CLOUD PCI**