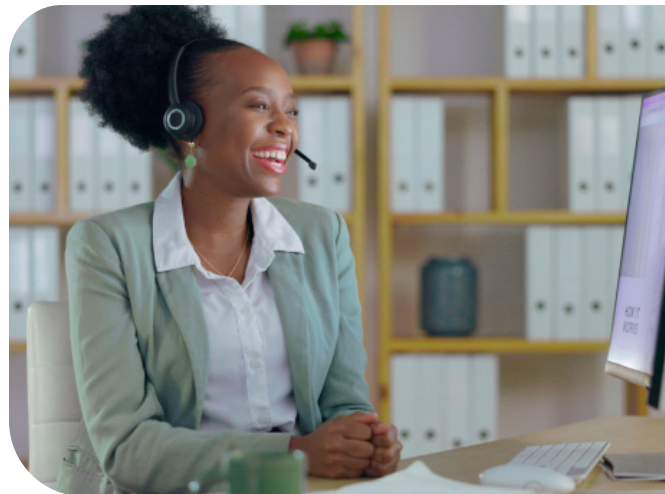


AGENT PAY

Remove risk from live voice payments,
maintain exceptional customer experience



The Challenge

Live voice payments are the highest PCI risk point in most contact centres.

- ✗ Agents are exposed to sensitive card data
- ✗ IVR handoffs that increase abandonment
- ✗ Longer call handling times
- ✗ Expanding PCI DSS scope and audit overhead

What AgentPay Enables

Cloud PCI Agent Pay enables customers to enter payment details during live calls without agents hearing, seeing or handling sensitive data.

- ✓ Customers enter payment details privately, the conversation continues naturally.
- ✓ Removes PCI risk by design, payment data never enters your environment
- ✓ Platform-agnostic, no telephony replacement required.

95% Reduction in
PCI DSS Scope

INVISIBLE
Compliance

EXCEPTIONAL
Experience

How Cloud PCI Voice Works

Compliance should be invisible, conversations should be human.

Security Controls	⋮	Compliance Outcomes	⋮	Operational Impact
• Sensitive card data doesn't enter agent environment • Secure signal isolation during payment • End-to-end encryption and tokenization		• Reduced PCI scope and simplified audit evidence • Lower long-term cost of compliance • Brand and reputation protected		• Reduced average handle time at payment stage • Higher payment completion rates • Fewer payment errors and retries

Key Capabilities

- Agent-assisted payment stays live

01


- Capture payments by DTMF or AI powered speech

02


- Payment data isolated from agents and internal systems.

03


- Platform agnostic across your CRM and telephony platforms

04



80%
of customers will leave a branch after a breach



aws marketplace

A GENT PAY

A MODULE OF CLOUD **P**CI