

PCI FRAUD PREVENTION SOLUTION

DTMF MASKING SOLUTION FOR CONTACT CENTER

Contact Centers that accept CC payment have a risk of information breach. Businesses need an efficient way to mask credit card DTMF keys.



CASE STUDY

A Large Service Provider processes millions of calls a month with a substantial volume of the calls being for bill pay where credit card payments are accepted by Contact Center agents.

SpinSci's innovative solution masks the digits on agent lines allowing customers to key the credit card numbers on the phone instead of speaking digits.





Eliminated need for agent to enter credit card detail.

Improved overall customer experience and security.

PCI DTMF masking solution

for Cisco UCCE/UCCX contains DTMF keys in a PCI secured zone and transmits tokenized keys to agent desktop sessions.



-  Inbound for DTMF on customer end
-  Integrated Tokenization service
-  Variety of Payment gateways available
-  Auto process the payment
-  Re-route call to same agent post IVR payment

BUSINESS VALUE

<p>High Security with DTMF masking digits</p> 	<p>Credit Card details are tokenized</p> 	<p>Rapid deployment with little customization needs</p> 	<p>Integrates with Cisco UCCE & UCCX</p> 	<p>Improves customer satisfaction</p> 
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CONTACT US FOR LIVE DEMOS

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