

PCI Eliminate your staff and infrastructure from PCI scope instantly

PCI Flexible phone payment solutions configured to your needs

PCI - Agent Assist Payment

Agent Assist enables contact centres to take card payments securely over the telephone using keypad tones (DTMF) while the customer and the agent remain in conversation.

When a card transaction is required, the agent enters the payment details such as invoice number and amount into the TelcoEdge web interface, then asks the caller to enter their card details using their telephone keypad.

Agent Assist captures the keypad tones (DTMF) and masks those tones from being passed through to the contact centre.

No card holder data (CHD) is passed through to your agents, call recording service or other infrastructure.

The customer and agent have continuous voice conversation throughout the process.

The scope of your PCI compliance of your environment is dramatically reduced.

Supports both inbound and outbound calls.

Optional features include call queuing, message on hold, multi-tiered IVR, post code routing, follow the sun call routing, call overflow, hunt groups, call recording, real time call reporting and more.

Our API provides options to communicate with your environment to pass information such as payment reference numbers, amount and results.

PCI - IVR Phone Payment

Collect payment of invoices, donations, bills, rates, and subscriptions over the phone 24x7. No contact centre agents required. Delivered with your own dedicated 13, 1300, 1800 or local phone number.

Includes options for contact centre agents to converse with the caller to verify details or complete a process and then drop out of the call so they are free to take on other callers while the IVR phone payment service processes the transaction. Callers can be passed back to an agent at any time.

Our API provides options to communicate with your environment to pass information such as payment reference numbers, amount and results.

PCI - Custom Phone Solutions

TelcoEdge is the developer and IP owner of the technology, thereby not reliant on upstream providers with different priorities, project delays and cost markups. Our technical roadmap is driven by our customers.

TelcoEdge is a telecommunications service provider offering Level 1 PCI compliant phone solutions from our Australian based telecommunications infrastructure, thereby eliminating additional calls fees to deliver your solution.

We provide a wide range of custom phone payment solutions to government and enterprises processing payments for licence renewals, motor vehicle registration, subscriptions, bill payment and services with integrated live agent features.

The TelcoEdge environment is highly flexible to deliver custom solutions that fulfil your needs.

Simplify Your PCI Compliance Today!

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Telco grade Phone, Fax & SMS solutions delivered as a cloud service or appliance installed in your network.