



## Minimise the risk of fraud and the impact of a data breach - instantly for every payment taken over the telephone.

### Why CallGuard?

- Any contact centre agent can take payments — no specialists needed
- No department restructuring needed - no 'clean rooms', reconfiguration
- Dramatically reduces effort for PCI DSS audit
- Works quickly and easily with any payment gateway
- Deployed as a hosted or premised solution
- Tailored to your business needs.

### When a customer makes a payment over the phone with your agents, are you sure the process isn't at risk from hackers or other criminal activity?

During the payment authorisation process, a card number passes through many touchpoints - agent desktops, agents, call recordings, IVR systems, data networks, telephony and screen recordings. This increases the risk of fraud because data can be stolen at each point.

But phone payment channels are notoriously difficult to lock down. Stopping card data from ever reaching your systems is the best way to guard against fraud.

CallGuard ensures your contact centre remains secure and PCI DSS compliant by preventing sensitive card data from being heard or seen by your agents — and from being stored on your systems.

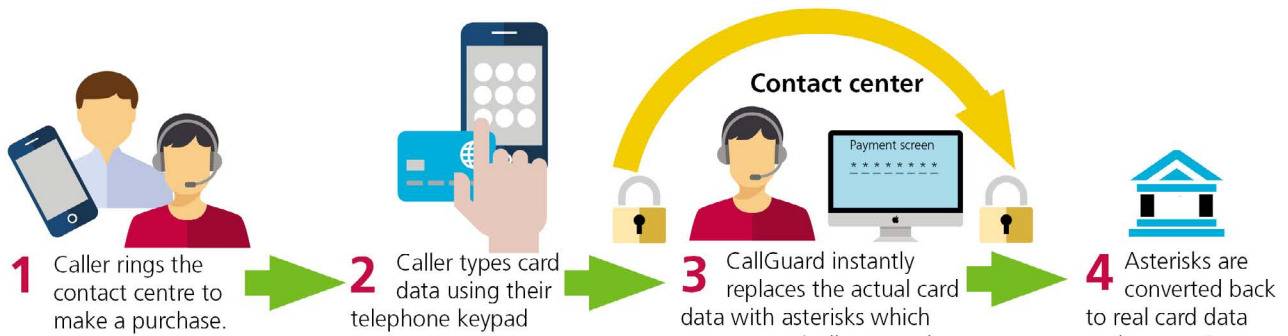
Eckoh's CallGuard removes the whole contact centre, or specific parts, from the scope of PCI DSS audit.

CallGuard effectively puts a shield around all or part of your contact centre, stopping card data from infiltrating it. Our products are extremely flexible and fit in seamlessly to complement your existing PCI DSS compliance, fraud prevention and security measures.

Designed for merchants that take payments over the phone.



## How CallGuard works



### Hosted

- 100% de-scoped
- High volume of payment calls
- All calls come via Eckoh secure platform.

### On-Demand

- 75% de-scoped
- Agent, screen/call recordings, back end de-scoped
- Suitable for a low ratio of payments to calls.

### On-Site

- 25% de-scoped
- Manually triggered by agent
- Agent, call/screen recordings de-scoped.



Our solutions are delivered via the **Eckoh Experience Portal**.  
CallGuard works well with Web Chat & Chatbot.