



## Remove your contact centre agents and call recordings from the scope of the PCI DSS audit.

### Why CallGuard On-Demand?

- PCI DSS Level One compliant
- Agent is removed from PCI DSS audit scope
- Agent does not see, hear, record or store payment card data
- Agents can see payment progress, and can speak to the caller during the payment process
- Qualifies an organisation for reduced SAQ D compliance
- Call recorders can record 100% of calls
- Ideal where you have low volume of payment calls.

**Part of the Secure Payments Suite, CallGuard On-Demand secures your phone payments while removing your contact centre agent and call recordings from the scope of PCI DSS audit.**

If your contact centre has a high volume of calls but only a small number of those involve a payment transaction, then this is the solution for you.

This 'On-Demand' facility makes this ideal for organisations that:

- have a low ratio of payments to calls,
- cannot pass all calls through a secure hosted platform; and/or
- make heavy use of outbound dialling.

With CallGuard On-Demand your contact centre can ensure the customer's payment data is kept secure and the risk of fraud or impact of a data breach is minimised.

Eckoh is a PCI DSS compliant Level One Service Provider and holds the highest standard attainable to offer credit and debit card payment processing solutions.



## How it works

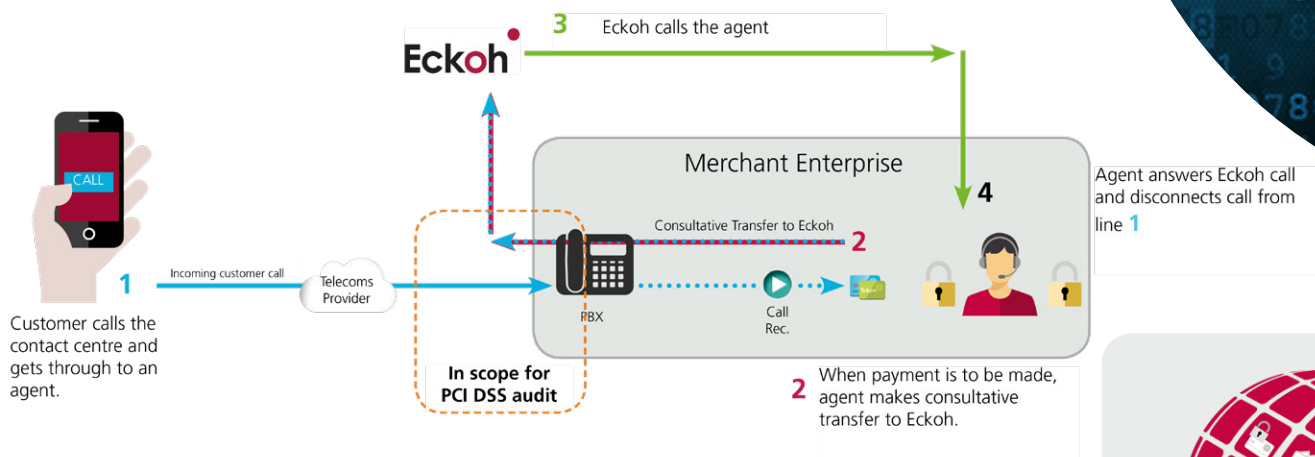
CallGuard On-Demand works through a simple telephone transfer mechanism known as a 'consultative transfer'. The customer calls the contact centre agent and at the point of payment, the contact centre agent simply transfers the customer to Eckoh, who calls back the agent directly, therefore bridging customer through the Eckoh solution and onto the agent.

The agent and customer can continue interacting throughout the entire transaction. Once the card details are captured, the agent processes the payment as normal with the payment services provider who returns any transaction information needed, such as Transaction ID, Authcode etc.

The agent therefore has not seen, heard, recorded or stored any sensitive card data and is completely de-scoped from PCI DSS audit.

Since CallGuard blocks DTMF from the Agent, your existing premises call recording solution can continue unchanged and can record the entire call with no need for complicated pause and resume integration.

## CallGuard On-Demand process



**Our solutions are delivered via the Eckoh Experience Portal**

CallGuard On-Demand works well with On-Site or Hosted as well as ChatGuard