



Remove contact center agents and call recordings from PCI DSS audit scope

Why CallGuard On-Demand?

- PCI DSS Level One compliant
- Agents can see card payment progress, and can speak to the caller during the payment process
- Card details never enter your back-end systems or call recorders, removing them from PCI DSS scope
- No custom integration is required
- Call recorders can record 100% of calls
- No changes to ACD or CTI call routing environment.

Part of the Secure Payments Suite, CallGuard On-Demand secures your phone payments and removes your contact center agents and call recordings from PCI DSS audit scope.

Like the other CallGuard options, CallGuard On-Demand allows the caller to remain on the phone with your contact center agent as they are guided through the payment process.

This 'On-Demand' facility makes this ideal for organizations 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.

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 conference mechanism known as a 'consultative transfer'. The customer calls the contact center agent and at the point of payment, the contact center agent simply dials a conference link to Eckoh, bringing CallGuard into a 3-way conversation. At the point that CallGuard clicks in, the contact center agent is temporarily cut out of the conference. This leaves CallGuard directly in touch with the customer and so the payment can go ahead.

Once the card details are captured, CallGuard processes the payment directly with the payment services provider and returns any transaction information needed, such as Transaction ID, Authcode and Token.

On completion of the payment process the agent is brought back into the conversation and the CallGuard line drops out. The agent therefore has not seen, heard, recorded or stored any sensitive card data and is completely de-scoped from PCI DSS audit.

When the payment process is completed, CallGuard brings the agent back into the conference and CallGuard drops out, leaving the agent to finish the conversation with the customer.

To prevent any sensitive data being captured in any call recordings we deploy a DTMF Filter appliance that strips out any tones from the voice traffic before it is recorded. Your existing premised 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

