



Take customer payments while protecting their card data.

Why CallGuard Hosted?

- Phone DTMF tones are intercepted by Eckoh, capturing card data in our hosted environment.
- PCI DSS compliant payments
- Agents can see card payment progress, but not the details and can speak to the caller during, and after payment
- No equipment deployed on premises.
- Tokenization available to allow repeat payments.
- Removes the whole contact center from PCI DSS compliance scope.

Combating Card-Not-Present fraud and achieving, as well as maintaining, PCI DSS compliance remain priorities for today's contact centres.

Identity theft has grown to epidemic proportions. Customers are right to be concerned. Not surprisingly, they expect their private information to be protected by the organizations they share it with.

The challenge for these companies is to find ways to stop card holder data being accessed by criminals through any payment channel.

Criminal gangs look for weaknesses in payment acceptance and storage processes. These include payments taken over the phone by call center agents.

Part of the Secure Payments Suite, CallGuard Hosted is ideal for organizations that take high volume phone payments through their call center, locally and around the world.

CallGuard intercepts card data before it reaches your environment ensuring no information is passed to any part of the contact center or your agents.

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

All incoming calls to your contact center come through Eckoh's secure platform.

When the agent needs to take a payment, the agent's phone and web sessions are linked using a CallGuard ID. This ID is displayed on the agent's CallGuard web panel and the agent then enters the ID into their phone keypad. Alternatively the ID can be played down the phone as audio and the agent then types the ID into the CallGuard web panel.

CallGuard allows the caller to remain on the phone with your contact center agent, who will guide them through the payment

process, assist in the event of any difficulty and complete any final tasks.

When a payment is requested, the agent asks the caller to enter the details using their telephone keypad, which will generate Dual Tone Multi Frequency (DTMF) tones. CallGuard recognizes these tones as sensitive information and replaces them with flat tones. Call recording continues as normal. The agent receives visual progress indicators on their web panel and remains on the line with the caller, guiding throughout the entire process, and correcting any errors if necessary.

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.

CallGuard ensures that while cardholder data remains isolated from the contact center environment, the agent and caller can continue dialogue, providing a seamless customer experience.

Extent of PCI DSS De-Scoping



CallGuard Hosted can remove the whole of the contact center from PCI DSS scope:

- Call Recording and Screen Recording
- Agents and Desktops
- IT Systems
- Data LAN
- Physical Environment
- Internet access restrictions
- Building (CCTV, etc.)
- PBX/ACD/CTI
- Telephony Network (Digital or VoiceLAN)

CallGuard Hosted process

