ProConnect Intelligent Agent
LEVEL 1 PCI COMPLIANT

What is Payment Card Industry (PCI) Data Security Standard (DSS)

PCI Security Standards are the technical and operational requirements set by the PCI Security Standards Council (PCI SSC) to protect cardholder data. The standards apply to all entities that store, process or transmit cardholder data— with requirements for software developers and manufacturers of applications and devices used in those transactions. If your organization or contact center accepts credit cards over the telephone they must be PCI DSS compliant.

Obtaining PCI compliance can be quite a long and tedious process for most organizations, but the business benefits are enormous —fraud protection, improved efficiency, increased consumer trust, better customer relationships.

Intelligent Agent and PCI Compliance

Intelligent Agent is built on a leading industry platform and has been certified as PCI DSS Level 1 compliant by the PCI security standards council and our compliance is independently audited. This is the highest level of compliance that requires stringent procedures around the network architecture and software development. There are 12 control categories and 340 requirements in total around building secure networks, protecting credit card data, maintaining a vulnerability management program, implementing strong access control measures, and regularly monitoring the cardholder data environments.

Benefits of Using Intelligent Agent for IVR Payments

Reduce your PCI scope: The ProConnect Intelligent Agent's cloud hosted solution removes sensitive information from your call center, significantly reducing your burden of having to comply with PCI DSS standards. Your offering is automatically PCI DSS compliant when you use Intelligent Agent for handling your payments.

Seamless integration: Intelligent Agent offers an extremely easy to use Payments node that is fully integrated with the rest of the nodes. This ensures that your payment processing can be seamlessly integrated with the rest of your call flow. The entire call flow is handled within our data center. Adding credit card processing functionality as part of your IVR is simply a matter of dropping a Payments node.

Reduced cost: By using Intelligent Agent for your payment processing you reduce your overall costs as you don't have to maintain credit card processing infrastructure and comply to stringent rules and audits.

Guaranteed availability: Our dual points of presence with automated failover ensures our offering is robust and offers a 24×7 payment solution.

Custom payment gateways: Intelligent Agent supports popular payment gateways such as eWay and Merchant Warrior. We are able to support any custom gateways if required by your organization.

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