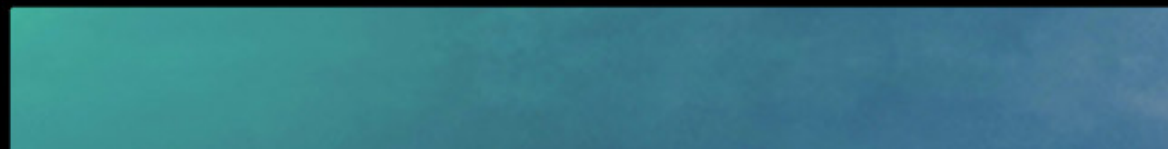


NASSAR

**PCI PAYMENT  
SOLUTIONS**



# WE SPECIALISE IN DE-RISKING CONTACT CENTRE AND HOMEWORKER ENVIRONMENTS

With a full suite of secure payment solutions from contact centre, mobile and web to self-serve and ChatBot applications, we have a solution for each and every payment scenario. Our product suite completely de-risks your organisation, ensuring PCI compliance at every step while empowering your agents to focus on providing a great customer experience, from anywhere, on any device.

**IN THIS GUIDE, WE INTRODUCE YOU TO THE FOLLOWING COMPONENTS OF PCI PAYMENT SOLUTIONS:**

[\\ AgentPay →](#)

[\\ ChatPay →](#)

[\\ TeamsPay →](#)

[\\ AutoPay →](#)

# AGENTPAY

Data that does not exist,  
simply cannot be breached

# PCI COMPLIANT PAYMENTS WITHOUT COMPROMISING THE CUSTOMER EXPERIENCE

Taking customer payments is an essential function of most contact centres yet handling payment details can give organisations a compliance headache, particularly when agents are working remotely across different locations and devices.

That's why we've created AgentPay, a payment application that completely de-risks the agent environment from exposure to any cardholder data, reducing PCI DSS controls by over 98%, leaving you with 6 to maintain thereafter - instead of 354.

Delivered via the cloud with no need for additional hardware, AgentPay allows customers to enter their card details via a

telephone keypad, speech recognition or single-use payment link. The AgentPay interface displays only asterisks on the agent's screen while our DTMF masking technology means all dial tones are suppressed from the agent.

Crucially, an agent can remain on the line while the customer makes their payment. The interface will show the customer's progress, without ever exposing the confidential card data.

**THE RESULT IS A SECURE, COMPLIANT, AND EFFICIENT CUSTOMER JOURNEY, EVERY TIME.**



## THE NASSTAR WAY

We've created AgentPay, a payment application that securely captures and processes compliant payments from any location. Traditional methods of processing payments required the customer to disclose their card detail over the telephone, however, this sensitive information can be intercepted, recorded or written down, therefore creating a potential risk to you and your customers

AgentPay allows customers to process payments via a telephone keypad, speech recognition or a single-use payment link. The agent can oversee and track the progress of the payment, without ever being exposed to the confidential card data

Our solution is delivered via the cloud so there is no need to install any hardware on-site or worry about ongoing maintenance costs. AgentPay is deployed, monitored, and maintained remotely by Nasstar in-house experts.

## FEEL SECURE WITH NASSTAR



Experts in PCI DSS compliance



Level 1 PCI Service Provider

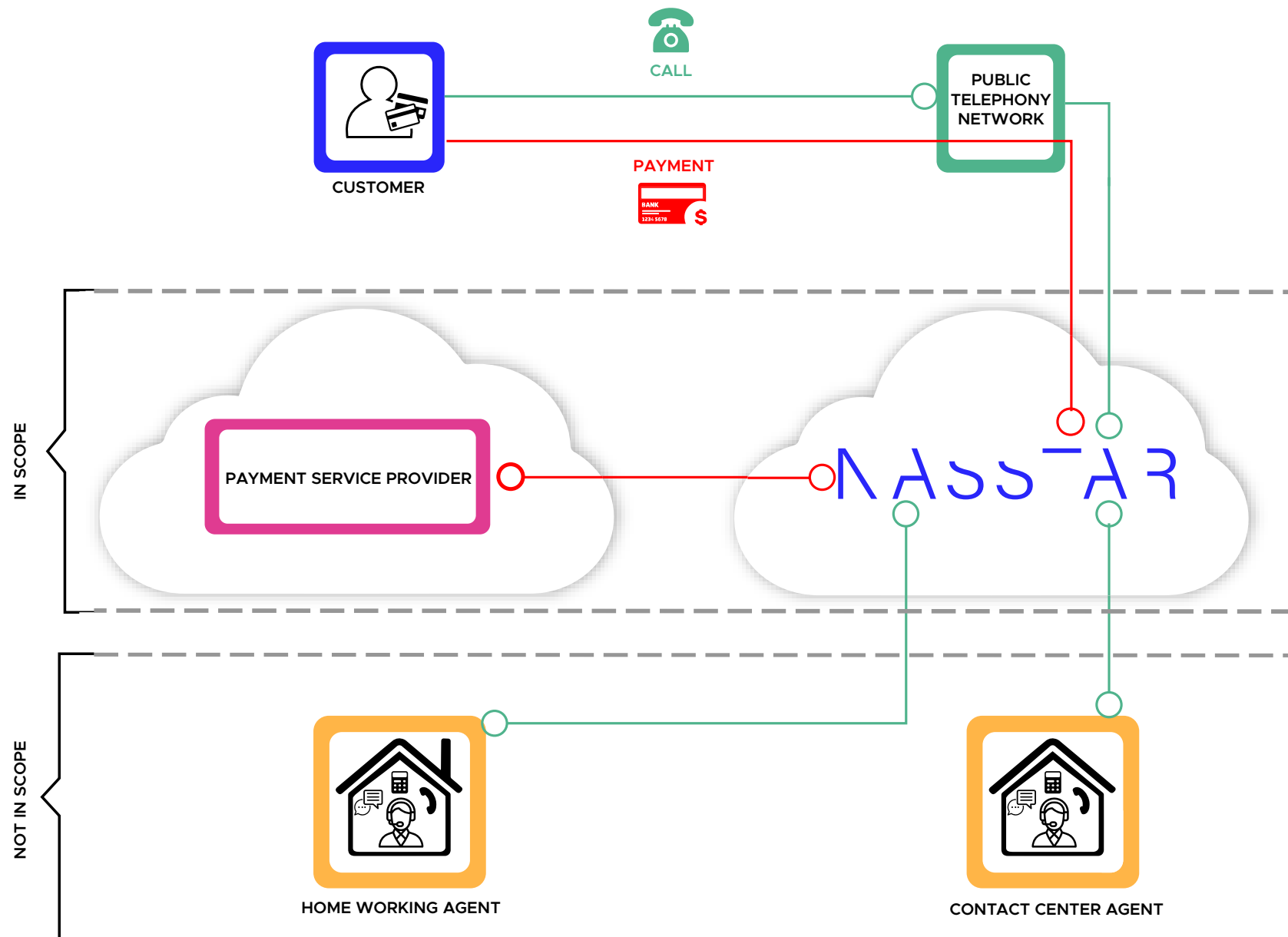


ISO 27001, 20000, 14001 and 9001 certified



We reduce PCI DSS controls by over 98%

## AGENTPAY FLOWCHART



## KEY FEATURES

- \\ PCI DSS compliant payments from any location
- \\ Risk removed
- \\ Reduce PCI DSS controls from 350+ to just 6
- \\ Delivered via the Cloud, with no need for any on-site hardware

# CHATPAY

ChatPay allows you to reduce agent-led chat sessions by as much as 70%



# AI-DRIVEN SELF-SERVICE WEB CHAT FOR SEAMLESS, COMPLIANT PAYMENTS

Today, more customers want to interact with your organisation online rather than over the phone, creating significant technology, resource and security challenges as you look to extend your range of online customer service channels.

We've used powerful AI technology to create a self-service web chat application, ChatPay, that can be seamlessly integrated into your existing contact centre, removing the need for agent interaction and allowing you to take 24/7 customer payments.

ChatPay is built upon best-of-breed AI engines to analyse incoming customer messages and respond with speed and accuracy via a simple chat window on your website. It even uses machine learning to continuously improve its responses.

The solution keeps you PCI compliant throughout each interaction by automatically processing, verifying and transacting customers' details, without ever allowing this sensitive information to enter your organisation.

Alongside payments, ChatPay can be used to deliver FAQs, account queries, delivery status, product availability, store opening hours and other useful information.

As a Level 1 PCI DSS accredited provider, we help you identify the most relevant use cases, and design a customer flow that ensures your agents can quickly takeover where necessary, allowing you to strike the right balance between agentless and agent-led web chat and extend the range of 24/7 PCI compliant services you offer.



# TEAMSPAY

**Completely remove  
cardholder data from both  
Teams and the employee  
desktop environment.**

# PCI COMPLIANT PAYMENTS THROUGH MICROSOFT'S LEADING COLLABORATION TOOL

All organisations that process card payments must comply with global Payment Card Industry Data Security Standards (PCI DSS). But that doesn't mean taking payments needs to be a hassle.

To make it as easy as possible for your employees to take payments without risking a compliance breach, we have fully integrated our AgentPay solution into Microsoft Teams, creating TeamsPay.

As Microsoft's largest global dedicated voice partner, we've built a PCI DSS Level 1 compliant solution that completely removes the cardholder data from both

Teams and the employee desktop environment, reducing the PCI DSS controls you need to manage by 98%. It also negates the need to pause and resume call recording, as all card data entered is inaudible to the Teams call recorder.

Our solution is delivered via the cloud and managed by our team of in-house experts. It's a simple way to allow Teams users to take card payments from any location, on any device, without introducing unnecessary risk to your organisation.

# AUTOPAY

# SMOOTH, SECURE, PCI COMPLIANT SELF-SERVICE PAYMENTS

The ability to automate the payments process and enable 24/7 payments has transformed how customers interact with organisations. But it has also increased the compliance burden around securely handling, processing and storing sensitive customer data.

As part of our suite of PCI DSS compliant services, our AutoPay solution takes away this compliance headache. It enables customers to contact your organisation and make self-service payments at their leisure, irrespective of time or day.

AutoPay is a cloud-based, automated payment service, accessible via a standalone telephone number or an additional option on your existing IVR menu. It allows your customers to verify their identities and

make payments via an automated, IVR-guided call, with all card details collected and passed securely to your payment service provider without ever entering your organisation.

By keeping the sensitive data out of your organisation, we ensure you always remain PCI compliant while you receive a notification of every transaction outcome for your customer records. You can even use AutoPay to offer additional services, such as real-time account balances, flexible payment plans/terms or automated SMS and email payment receipts.

The result is an always-on, efficient and scalable application that gives customers the payment services they need without posing a compliance risk to your organisation.

NASSTAR

# REQUEST A FREE CONSULTATION

Whatever your size, setup and telephony needs, our team can take care of it.

If you would like to book a complimentary consultation or find out more about this service, please contact [enquiries@nasstar.com](mailto:enquiries@nasstar.com) or call 0345 003 0000

CONTACT US NOW



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