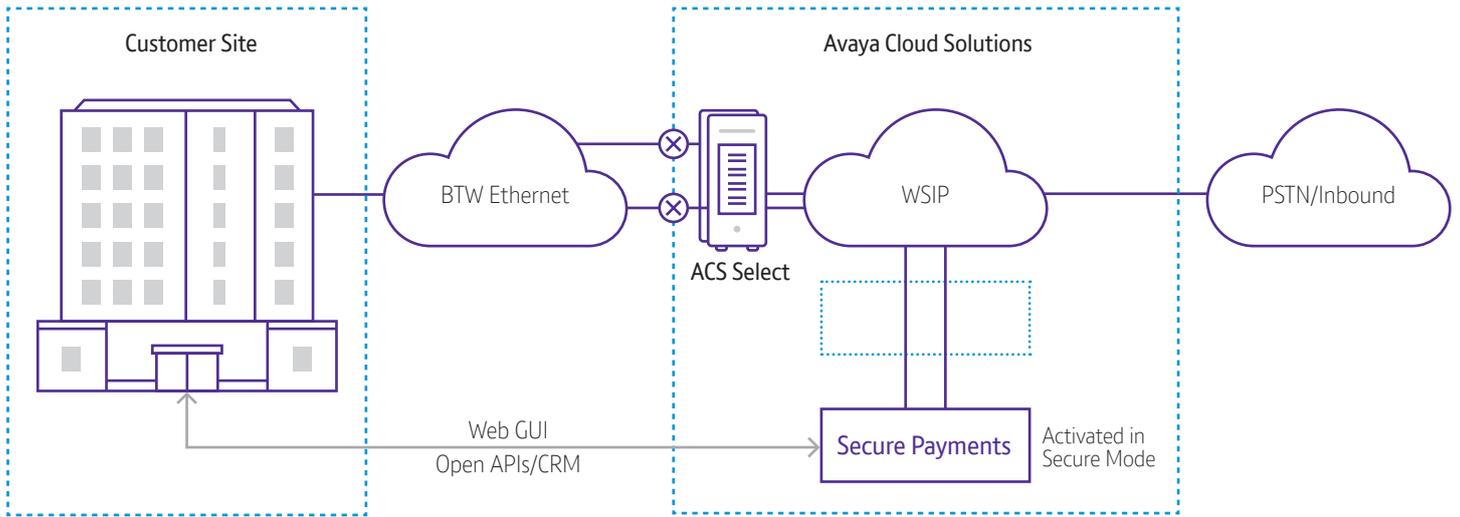


Avaya Cloud Solutions Select (ACS Select)

Process telephone payments securely with **Secure Payments**



Secure Payments is an added-value ACS Select solution that enables your customers to take Payment Card Industry (PCI)-compliant card payments. The service removes their entire contact centre environment from PCI scope and provides massive savings whilst minimising operational and financial risk.

Meeting your customers' needs

Secure Payments provides cloud-hosted PCI compliance wherever your customers need to capture and process end user card information. This eliminates card data handling by agents. It also isolates the data from the entire contact centre environment.

Target customers

Customers that would benefit from Secure Payments include those that:

- have contact centres that accept card payments over the phone, both in the UK and globally
- want to avoid capital investment in a 'clean room' environment within their contact centre

- want to concentrate on core business activities whilst remaining compliant with the PCI Data Security Standard (DSS)
- would like a scalable, mature, field-proven solution with referenceable enterprise deployments.

A secure and efficient experience

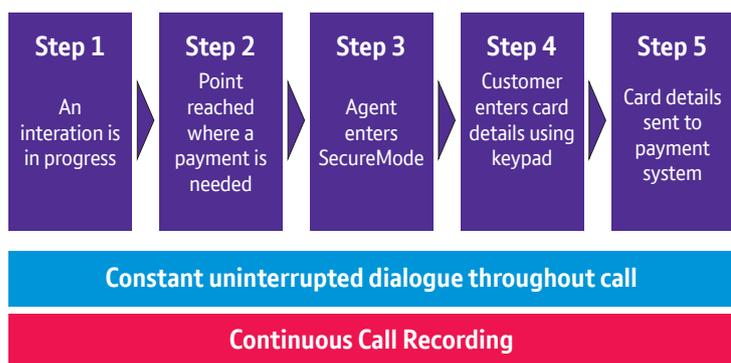
When a customer who calls a contact centre pays by card, Securemode is activated. Secure Payments sends all details to the payment system, bypassing the contact centre. Up to the point of taking the payment, Dual Tone Multi Frequency (DTMF) tones and Interactive Voice Responses (IVR) are enabled.

At the point of payment, agents (and call recordings) only hear a flat tone as the end users key in their card details. The payment details are then captured and either passed directly to the payment gateway (or BT SafePay) or to the CRM for secure onward processing. Although Secure Payments ensures that card details are never captured in recordings, the rest of the conversation is. This achieves compliance without comprising efficiency.

Did you know?

Some of the stand-out benefits of ACS Select include:

- a secure enterprise deployment with a single service level agreement (SLA), one contact, one helpdesk and a single point of billing
- UC and contact centre services with centralised management and control, and support for hybrid estates
- a 'pay as you go' approach – and all on-net call are free between sites.



Key benefits

Secure Payments includes the following capabilities:

- customer card data completely bypasses the contact centre environment
- no additional call forwarding costs
- sensitive authentication data (SAD) is kept off call and screen recordings
- contact centre applications are kept out of scope for PCI DSS
- 408 PCI DSS v3 controls are reduced to just a handful
- your customers won't need to frequently update their DSS controls to comply with evolving standards
- continuity in the user experience ensures that the agent and caller remain in contact throughout.

Key highlights for your customers

- **less fraud** – a completely secure transaction over the phone means that call centre agents will never see or hear the caller's credit card details. This virtually eliminates the risk of fraud from agents
- **lower operational costs** – your customers will no longer need to manage separate call centre teams for card transactions or operate and enforce a costly 'clean room' environment where pens, pencils and mobiles are banned
- **increased compliance** – unlike some other solutions, Secure Payments helps the call centre to achieve PCI compliance without a drastic impact on other call centre systems. And there's no need to install extra hardware on customer sites
- **improved customer experience** – customers recognise that Secure Payments has been deployed for their benefit and to protect them from identity theft. They enjoy the added security whilst maintaining the interaction with the agent. And agents prefer operating with Secure Payments as it simplifies the accurate capture of card details from voice communications
- **protection of your customer's reputation** – through a thorough approach to the customer experience as well as compliance.

Why BT Wholesale and Avaya?

- Avaya is one of the world's largest providers of contact centre and unified communications services. BT Wholesale is the UK's leading wholesale communications business
- your customers can access existing and new features and capabilities as a service, without any capital investment, all from one supplier
- with Avaya Cloud Solutions delivered by BT Wholesale, you can benefit from the combined reach and market share of both our companies. This means that you can exploit economies of scale, with a service that puts you in control of your customer.

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Find out more at: www.btwholesale.com

Offices worldwide

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