

# BT Wholesale Secure Payments



This tables shows the richness and versatility of BT Wholesale Secure Payments and its ability to meet the diverse needs of the modern call-centre environment.

Product comparison and key evaluation criteria	Semafone Carrier Core Hosted Cloud	Semafone CPE Enterprise	Pause Call Recording	Automated Payment IVR	Non Carrier Core DTMF Tone Masking Hosted	Desktop DTMF Suppression Tools	In Call IVR Transfer
<b>Efficiency and Customer Experience</b>							
Does the solution reduce Average Handling Time (AHT)?	✓	✓	✗	✗	✗	✗	✗
Does the solution enable calls to be recorded in their entirety?	✓	✓	✗	✓	✓	✗	✓
<b>PCI and Regulatory Compliance</b>							
Does the solution ensure no increase in call costs?	✓	✓	✓	✓	✗	✓	✗
Does the solution remove VOIP and data networks out of PCI DSS scope?	✓	✓	✗	✗	✓	✗	✗
Does it take the automated payment ICR out of PCI DSS scope?	✓	✓	✗	✗	✗	✗	✗
Does it take the agent desktop out of PCI DSS scope?	✓	✓	✗	✓	✓	✗	✓
Does it take call centre applications including the CRM out of PCI DSS scope?	✓	✓	✗	✓	✓	✗	✓
Does it remove the need for a 'clean room' environment?	✓	✓	✗	✓	✓	✓	✓
Does the solution take call recordings out of PCI DSS scope?	✓	✓	✓	✓	✓	✓	✓
Does the solution take the PBX out of PCI DSS scope?	✓	✓	✗	✗	✓	✗	✗
Does the solution take screen recordings out of PCI DSS scope?	✓	✓	✗	✓	✓	✓	✓
Does it take Citrix/Terminal Emulator out of PCI DSS scope?	✓	✓	✗	✓	✓	✗	✓
Does the solution enable calls to be recorded in their entirety?	✓	✓	✗	✓	✓	✗	✓
Does the solution prevent agents seeing and hearing card data?	✓	✓	✗	✗	✓	✓	✓
Do PSPs offer direct integration into their hosted payment pages?	✓	✓	✗	N/A	✗	✗	N/A



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<b>Interoperability and Integration</b>							
Does the solution offer full integration directly with the PSP or hosted payment page?	✓	✓	✗	N/A	✗	✗	N/A
Does the solution communicate directly with your payment gateway of choice?	✓	✓	✗	✓	Varies	✗	Varies
Does the solution integrate seamlessly with automated payment IVRs?	✓	✓	✗	N/A	✗	✗	N/A
Does it support Tokenization and communicate directly with your Tokenization Vault of choice?	✓	✓	✗	✗	✗	✗	✗
Does it support outsourcers using Citrix/Terminal Emulator?	✓	✓	✗	✓	✗	✗	✗
Does the solution support outsourcers using direct client desktop access?	✓	✓	✓	✓	✗	✓	✗
Does it integrate seamlessly into the CRM without bringing the CRM into scope for PCI DSS?	✓	✓	✗	✗	✗	✗	Varies
Does the solution support Computer Telephony Integration (CTI)?	✓	✓	Varies	Varies	✗	✗	Varies
Does the solution operate in a Non CTI environment?	✓	✓	Varies	✓	✓	✓	✓
Does the solution enable full functionality of the recording infrastructure?	✓	✓	✗	✓	✓	✗	Varies
Does the solution work in a Citrix/Terminal Emulator environment?	✓	✓	Varies	✓	✓	✗	✓
<b>Quality and Scalability</b>							
Is the solution Telephony Carrier Class?	✓	✗	✗	✓	Varies	✗	✗
Is the solution resilient (no single point of failure)?	✓	✓	✗	Varies	Varies	✗	✗
Does the solution minimise impact on telephony call quality?	✓	✓	✗	✗	✗	✗	✗
Is the solution scalable (support 000's of agents)?	✓	✓	✓	✓	✓	✗	Varies
Is the solution Enterprise Class?	✓	✓	✓	✓	✓	✗	✓

## BT wholesale



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Issue: 1\_0317

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