

8x8 Payment Authorization Solution

Improve Contact Center Security

8x8 Secure Pay

8x8 Secure Pay enables 8x8 Contact Center agents to easily handle payment authorizations. The solution offers an increased level of security for credit card processing beyond standard contact center support to simplify agent efforts. 8x8 Secure Pay combines contact center and business security with a simplified payment solution accessible to any 8x8 Contact Center agent.

Vendor Integration

8x8 has selected vendors that support Level 1 PCI DSS regulation for security with card payments over the phone. The vendor integrates with the 8x8 Contact Center to provide a system to securely handle all sensitive card data while being fully compatible with the majority of payment providers. The payment systems are designed to capture DTMF (telephone keypad) signals and suppress them from external view, keeping card details from entering the contact center and agents view.

Benefits for your Customer

Cardholder data will never come into contact with the 8x8 Contact Center, keeping customer data as secure as possible. Maintain full contact with customers during call flows. Smoothly guide customers through the secure payment process without call interruptions. Improve payment convenience through a quick and seamless handling process.

Benefits for you

Increase payment management efficiency for your contact center. Allow payments from both inbound and outbound calls. Live updates of the payment process allow agents to quickly communicate payment progress. Link between 8x8 and payment vendor provides easy agent access to support customer.

