



AUTOMATIC PAUSE AND RESUME FOR GENESYS CLOUD

AUTOMATED PAUSE AND RESUME RECORDING FOR PCI DSS COMPLIANCE WITH GENESYS

Data Security Matters More than Ever to your Customer Experience

When your customers use their credit cards to make a payment over the phone, they trust you with their personal authentication data.

The Payment Card Industry Data Security Standard (PCI DSS) requires businesses to ensure that card information is not being captured. If calls are being recorded and payments are taken over the phone this can present a compliance issue.

The best strategy for protecting your customers and ensuring compliance is to never record or store this confidential information, even if encrypted.

IPI's cost effective, proven Automated Pause and Resume achieves compliant recording by automatically pausing recording during the payment process when confidential information is being exchanged. This ensures sensitive card data is never recorded, helping to enable PCI DSS compliance for contact centres and other businesses that process card payments.

IPI Automated Pause and Resume is recognised by Security Assessors and QSA's, and is used by dozens of retail, financial services and government customers across tens of thousands of agent positions.



FEATURES

- Eliminates errors inherent in manual pause and resume processes
- True SaaS model with flexible billing
- Involves no changes to the customer experience and agents continue to operate as usual
- Widest set of integration capabilities in the market – Main Frame to latest Web based applications are supported
- Recognised by PCI DSS Qualified Security Assessors (QSAs)
- Used by dozens of retail, financial services and government customers across tens of thousands of agent positions
- Preserves the same identity and call length as the original call to protect call and quality integrity

HOW IT WORKS

IPI's Automated Pause and Resume integrates with an agent's desktop applications and automatically pauses a recording if certain parameters are met, for example on a particular screen or data entry field, the recording pauses automatically, until the agent exits the screen or field, automatically restarting the recording again.

The solution monitors and responds in real time to agent actions, eliminating human error without slowing down agent workflows.

In a paused recording, speech is replaced with a series of tones or silence and, when resumed, will maintain the same identity and call length as the original call.

INTEGRATIONS

At the heart of the solution is IPI's Mute unMute Client (MuM Client). The MuM Client is Windows .Net application which communicates with Genesys Cloud and allows voice recordings to automatically be 'paused' and 'resumed'.

Unlike other solutions, The MuM Client requires no interaction from the agent to initiate the process so they can focus 100% of their attention on the customer

The MuM Client can be configured to start automatically when an agent logs in or can be started by another application. It can be configured to react to the appearance or activation of other Windows forms or captions.

IPI's development team are able to integrate to virtually any agent desktop environment, regardless of age and complexity. We have worked with legacy "green-screen" or mainframe applications to the most up to date web-based CRM platforms hosted in the cloud. What's more the MuM Client can accept enterprise wide triggers reducing cost of deployment and ongoing administration overheads for our customers' teams.



COMPLY WITH INDUSTRY STANDARDS

CONTACT OUR APPLICATIONS TEAM

IPI offers comprehensive security solutions that deliver complete protection from the start to the end of every call. From call recording and archiving, PCI phone payments, to fraud detection and speech analytics, our solutions provide industry leading functionality and security.



Identification and
Verification



Call
Archive



Speech
Analytics



PCI
Phone Payments

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