

PAUSEABLE

**AUTOMATED PAUSE AND RESUME
FOR GENESYS**



AppFoundry



THE ONLY SOLUTION FOR AUTOMATIC PAUSE AND RESUME ON GENESYS CLOUD CX

PAUSEABLE ENABLES PCI DSS COMPLIANT SCREEN AND CALL RECORDING

Data security matters more than ever to your customers and to your brand's reputation.

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

It is stipulated in the PCI DSS guidelines that all sensitive card data is removed from call recordings automatically, without the need for an agent or other members of staff to intervene. 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.

Pauseable 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.

Pauseable 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.



BENEFITS

- ◆ Eliminates errors inherent in manual pause and resume processes
- ◆ SaaS billing model with flex and overage options
- ◆ 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

Pauseable 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.

A real-time compliance dashboard is available to supervisors and administrators to provide complete visibility of the application, including agents that aren't logged into the client.



INTEGRATIONS

Pauseable is a Windows .Net application which communicates with Genesys Cloud and allows voice recordings to be automatically 'paused' and 'resumed'.

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

Pauseable 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, Pauseable can accept enterprise wide triggers reducing cost of deployment and ongoing administration overheads for our client's teams.

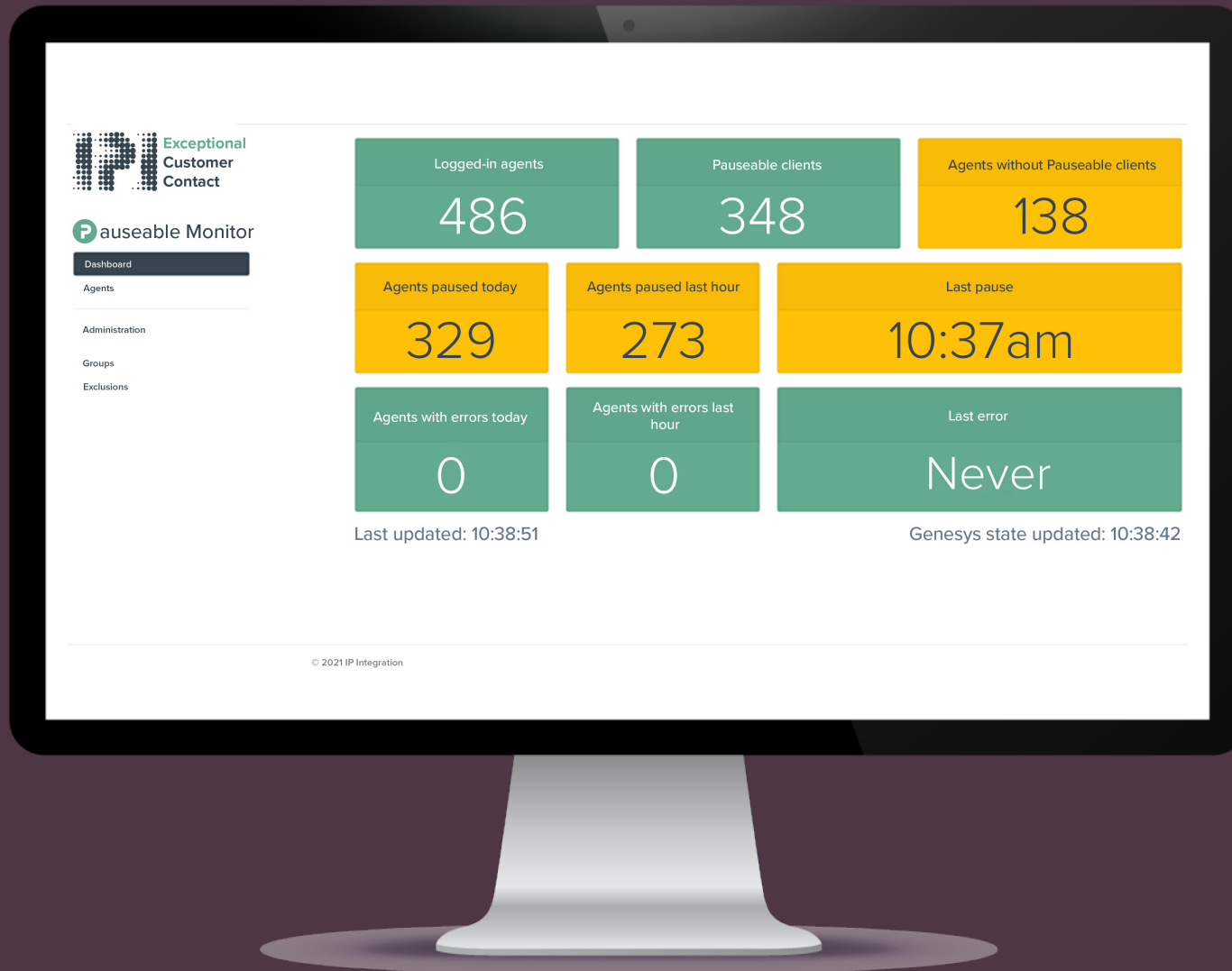


REAL-TIME DASHBOARD



FEATURES

- ◆ Real-time activity reporting
- ◆ Monitor the number of agents logged in to Genesys
- ◆ Monitor the number of clients logged in to Pauseable
- ◆ Exclude anyone that doesn't use the application
- ◆ Error reporting
- ◆ Time stamps on last pause
- ◆ Define groups of agents and report by specific teams or groups
- ◆ Exclusions - Exclude certain groups – ideal when testing



COMPLY WITH INDUSTRY STANDARDS

CONTACT OUR EXCEPTIONAL 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



Voice
Biometrics



PCI
Phone Payments

GET IN TOUCH



IP Integration Ltd
Integration House
Turnhams Green
Business Park
Pincents Lane
Reading, Berkshire
RG31 4UH



0118 918 4600



enquiries@ipintegration.com



www.ipintegration.com

