



# **PAUSEABLE<sup>®</sup>**

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**AUTOMATED PAUSE AND RESUME  
FOR NICE CXONE**





# THE ONLY SOLUTION FOR AUTOMATIC PAUSE AND RESUME ON NICE CXONE

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.



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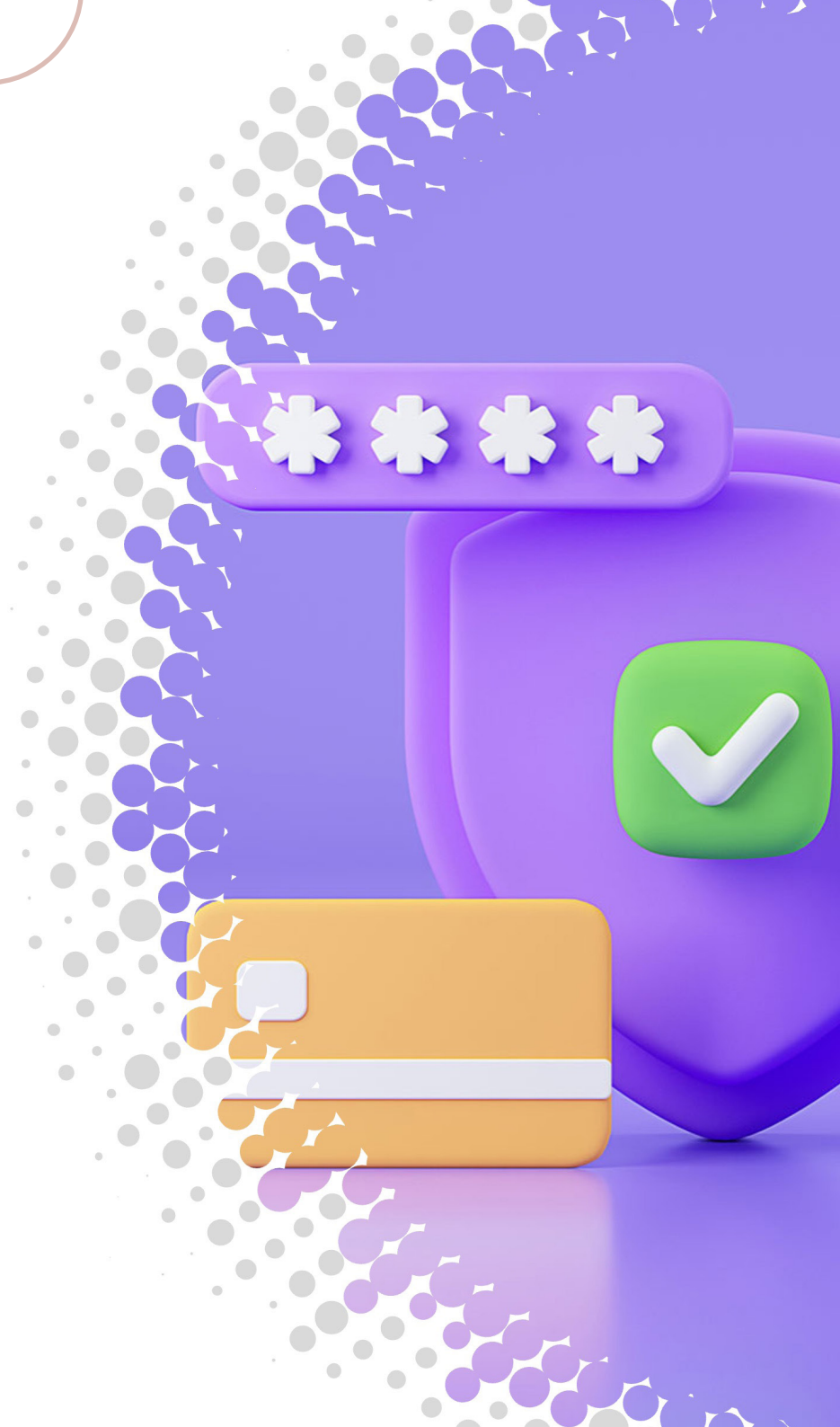
# PAUSEABLE

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.

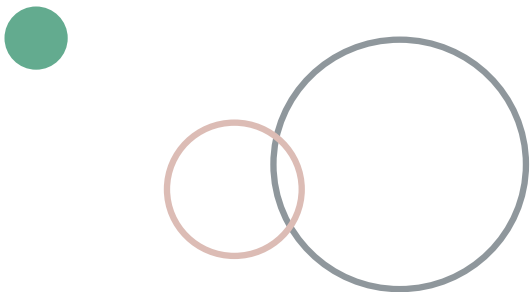


# HOW IT WORKS

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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.



# INTEGRATIONS

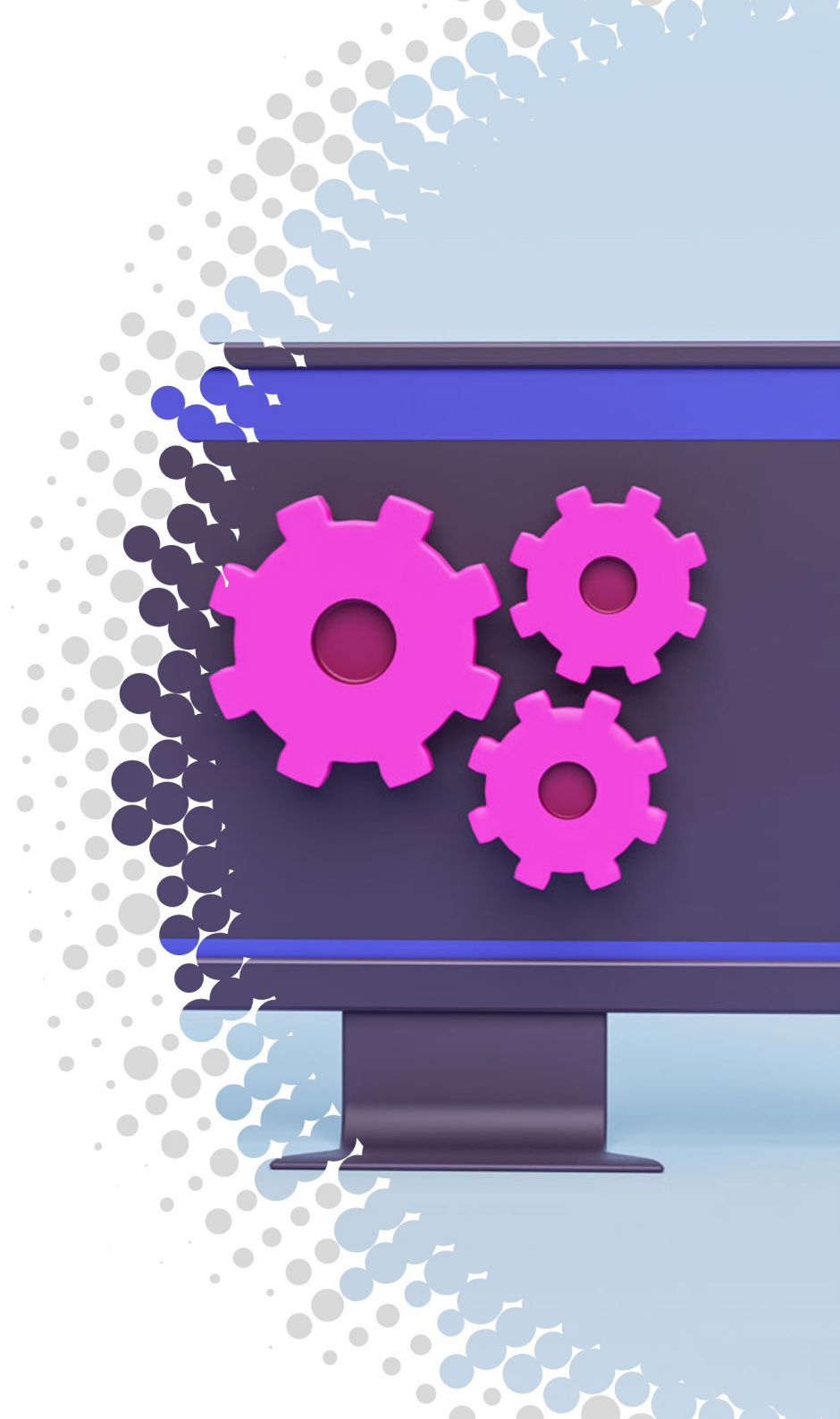
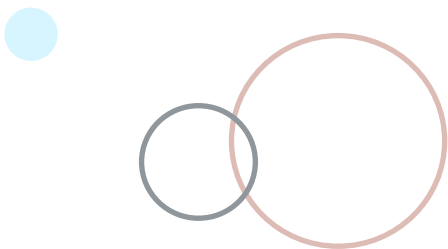
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Pauseable is a Windows .Net application, which integrates with Avaya, Genesys, Nice CXone and Verint and offers customers a seamless purchasing and implementation process with easy ongoing billing including the support of overage.

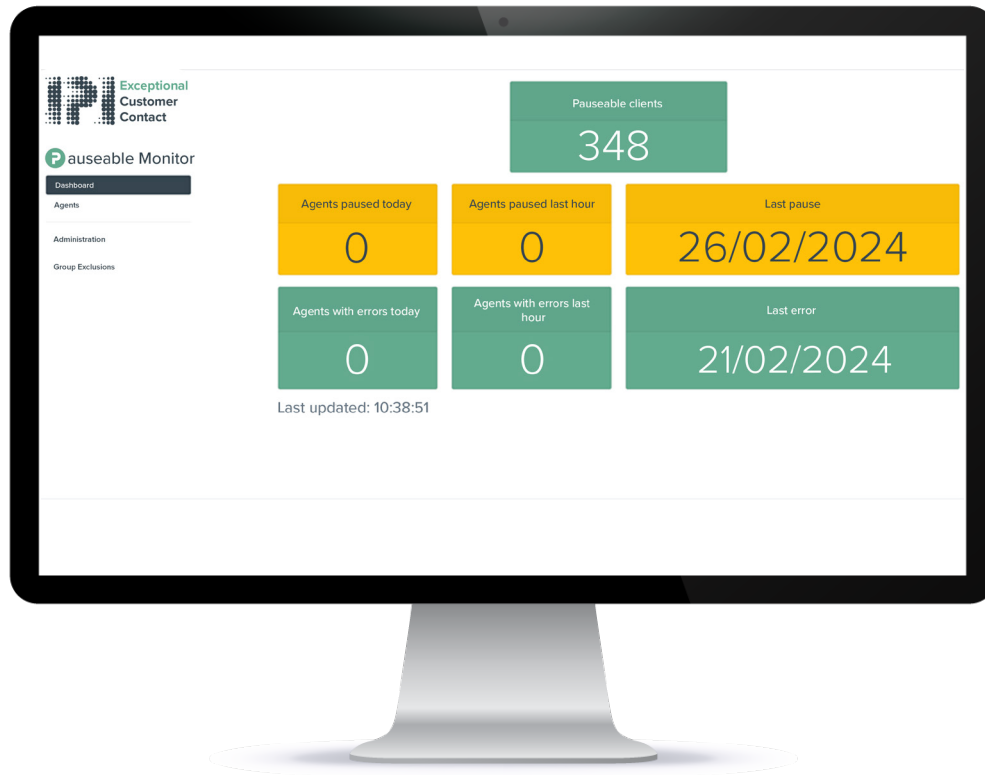
Unlike other solutions, Pauseable requires no interaction from the agent to initiate the process so they can focus 100% of their attention on the customer.

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.

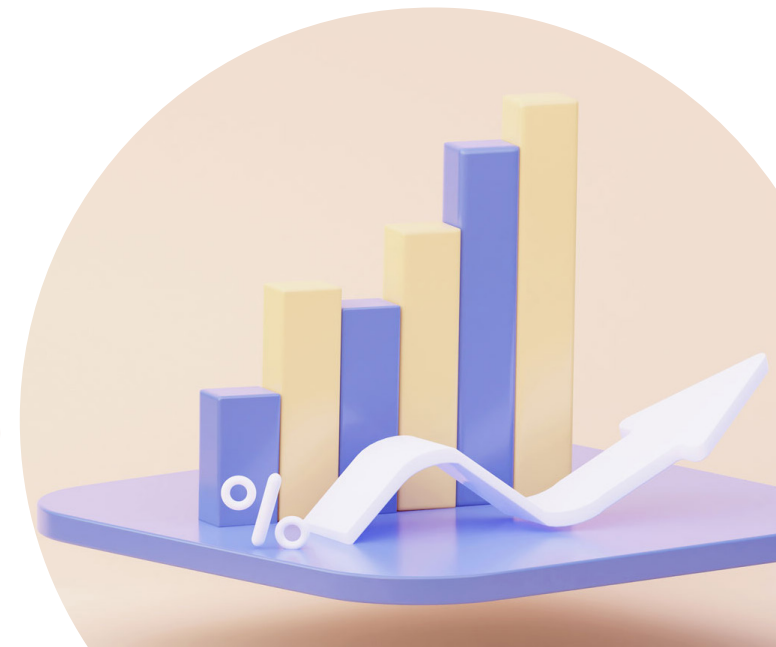


# REAL-TIME DASHBOARD



## Features

- Real-time activity reporting
- Monitor the number of 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



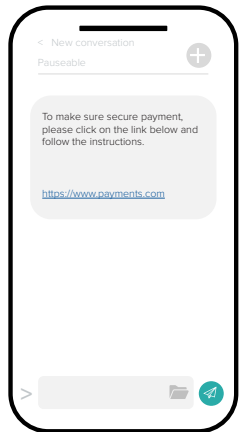
# AGENT PAY-BY-LINK

## Enabling secure payments via any channel

Make it easier for your customers to pay securely by giving them options and a choice of channel. Simply send payment links whilst they are on the phone, Webchat, Chatbot or SMS.

- PCI secure payments via SMS, Webchat or Chatbot
- No sensitive data exposure to agent systems or the customer
- Globally accessible
- PCI DSS Level 1 Certified

1. Pay By Link received



2. Card payment page

A smartphone screen showing a card payment form. The form has a green "P" logo at the top left. It contains the following fields: "Card number\*" (with a white input box), "Expiry Date\*" (with a white input box), and "CV2\*" (with a white input box). Below these fields is a label "\*Required Fields" and a "Submit" button. A large green arrow points from the left towards the form.

3. Auto-fill/saved cards

A smartphone screen showing a list of saved cards. At the top is a green "P" logo and the text "Card number\*". Below is a list of card options, each with a small icon and a red box highlighting the card number field. A large green arrow points from the left towards the list.

3b. Manually fill

A smartphone screen showing a card payment form with manually entered data. The form has a green "P" logo at the top left. It contains the following fields: "Card number\*" (with the value "4444 3333 2222 1111"), "Expiry Date\*" (with the value "MMYY"), and "CV2\*" (with the value "\*\*\*"). Below these fields is a label "\*Required Fields" and a "Submit" button. A large green arrow points from the left towards the form.

### Agent real-time feedback

Agent Guided Entry  
Agent: Please make sure you wait for confirmation from customer that they have finished before you press Submit

**Web Chat Payment**  
Copy and paste a web link for the customer to complete

[Copy to clipboard](#)

Now paste (Ctrl + V) into the web chat window

Waiting for customer to load form...

Cancel



# COMPLY WITH INDUSTRY STANDARDS

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## 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.

## TAKE THE NEXT STEP



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