

Flexible & secure payment CX.

Taking Epic and your contact center out of PCI DSS scope

By eliminating any need for your organization to store, process or transmit cardholder data, Sycurio.Voice removes the regulatory burden of PCI DSS compliance. Enabling your Epic users taking payments over the phone to deliver a smooth and consistent payment experience for every customer – one that protects both you and them.

We extend the versatility of your Epic environment so your teams can handle CNP payments risk-free no matter where they are located – in an office, remote or home-based.

- Patented data capture method, using market leading DTMF masking technology protects payment card data and shields it from customer service representatives
- Sensitive payment data is automatically excluded from call recordings, is never stored in Epic, and remains out of your IT/telephony infrastructure, including your contact center environment
- Customer service team members stay in full contact with customers throughout the entire call, improving customer satisfaction and reducing the number of abandoned calls
- Speech recognition provides a secure alternative for customers unable to use the telephone keypad to share their payment information
- CSRs receive confirmation once the payment successfully completes

Serving customers faster and more efficiently

Sycurio.Voice was created for healthcare contact center teams that need to deliver exceptional customer service. It extends your Epic implementation with a tightly integrated and intuitive payment interface that make it easy to collect payments confidently and smoothly with customers.

- Sycurio's solutions enable you to take PCI DSS compliant payments over the phone and through your other contact channels quickly, simply, and securely

- Payment pages are instantly delivered via Epic
- Automatic validation of all data prior to payment ensures transactions are processed with minimal delay
- Epic customer records are automatically updated the moment a payment transaction completes

Sycurio.Voice Connector for Epic at a glance

- Available as an app via Open Epic (which requires further system configuration)
- Delivers cost effective PCI DSS compliance
- Epic Hyperspace and Epic Hyperdrive platforms supported
- Compatible with any telephony environment
- Multi-lingual speech recognition payment capture support
- Allows balance payment, prepay, copay and save card details (tokenization)
- Patented market-leading data capture method using DTMF masking
- Provides integration with over 60 payment service providers (PSPs)
- Provides a set of powerful privacy tools to enable compliance with regulatory and legislative environments such as: HIPAA, CCPA, GDPR, Nacha, GLBA, FCA, MiFID2, PSD2 etc
- Fully documented PCI DSS Level 1 solution compatible with customer security frameworks such as ISO27001:2013 & HITRUST
- Sycurio is a Payment Card Industry Level 1 Certified Service Provider. Additionally, we are listed as a Visa Level 1 Merchant Agent, are a Mastercard Site Data Protection (SDP) Compliant Registered Service Provider, have achieved ISO27001 certification and UK government Cyber Essentials accreditation