

Sycurio.Voice Connector for Epic.



Epic and Sycurio

Balancing customer experience, data security and agent engagement are at the heart of our vision. At Sycurio and Epic we understand that customer satisfaction and security are at the top of the priority list for contact centers. Together we enable healthcare providers to deliver trusted and connected experiences for their patients and customers – especially where payment transactions are involved, or sensitive personal data is exchanged.

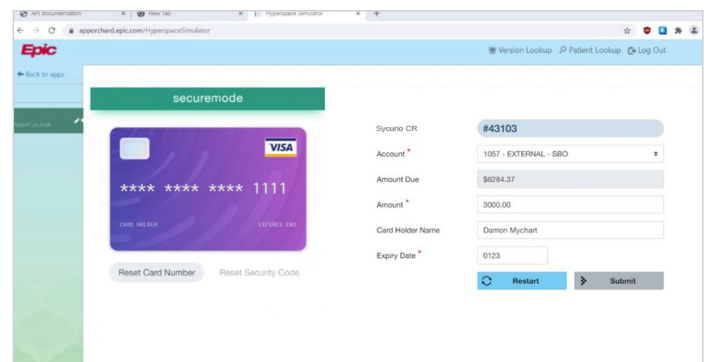
Ensuring simple, secure & PCI DSS compliant telephone payments wherever your teams are located

Sycurio.Voice reduces your costs, improves staff performance, and makes it easier to keep your organization compliant with the Payment Card Industry Data Security Standards (PCI DSS) when taking card-not-present (CNP) payment transactions.

Sycurio's certified and globally trusted solution protects your customers' payment card data when you take payments over the phone. Our patented data capture method masks the Dual-Tone Multi-Frequency (DTMF) tones (the sounds or tones generated by the telephone when the numbers are pressed), which ensures customer service representatives don't hear or see any payment card data and can continue to stay in contact with the customer throughout the entire call.

The secured card data is sent directly through Sycurio's secure infrastructure to your payment service provider (PSP) for processing, ensuring your customers' sensitive information never enters your business environment. Using this approach means that your CSRs and organization are no longer in scope for PCI DSS and your data security risks are radically lowered.

Sycurio.Voice delivers significant additional benefits such as lower management costs, reduced call handling times, improved first contact resolution, increases in customer satisfaction and improved trust levels.



**Sycurio.Voice reduces your costs,
improves staff performance,
and makes it easier to keep your
organization compliant**

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 if they are in an office 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
- Provide flexible omnichannel payments in chat, SMS, email, chatbot and ecommerce solutions using Sycurio.Digital – the optional cloud-based secure payment link solution

Serving customers faster and more efficiently

Sycurio.Voice was created for healthcare contact centers 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 on Epic AppOrchard (which requires further system configuration)
- Delivers cost effective PCI DSS compliance
- Epic Hyperspace platform supported (Epic Hyperdrive platform support currently in development)
- Compatible with any telephony environment
- Multi-lingual speech recognition payment capture support
- 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