Pause and Resume vs Sycurio.Voice



The Compliance Conundrum.

Taking phone payments? Then PCI DSS compliance is crucial... but if you are using or considering Pause and Resume as a speedy fix, here's some food for thought...

Pause and Resume

Limited scope

X

Pausing call recordings addresses **ONE** element (call recordings) the rest of your contact center environment and agents are still vulnerable



Your entire contact center is descoped for PCI DSS including call recordings, agents, desktops, IT systems, physical environment and telephony

Sycurio.Voice

Simplify audits and reduce costs



Requires a SAQ- D, the most comprehensive, costly, onerous and complex SAQ involving around 438 controls



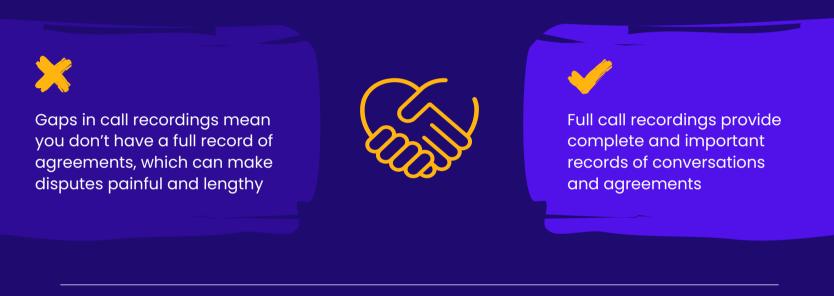
Requires SAQ-A, a much

simpler, cost effective SAQ and reduces scope to just **6 controls**

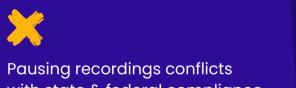
Stay compliant



Easy dispute resolution



Non-compliance





The FINRA, IIROC, NAIC & FCA require a full recording of customer calls. With Sycurio.Voice call recordings are uninterrupted

with state & federal compliance requirements and industry bodies mandating all calls are recorded in their entirety

Remove temptation



Enable a flexible agent workforce



Sycurio prevents payment card data from entering your entire contact center making it possible for organizations to achieve PCI DSS compliance while recording calls in their entirety - while delivering a seamless and secure payment CX for both customers and agents.

systems, the physical environment and telephony network.

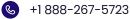
For more information

Contact us to arrange a demo and find out how you can achieve PCI DSS compliance while recording calls in their entirety.















P&R Infographic 03/24

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