



Powerful PCI DSS compliant voice payment transactions.



Speech Recognition is a powerful feature of Sycurio.Voice. It provides a PCI DSS compliant solution for customers who prefer to speak their payment card details or are unable to use a telephone keypad.

By using Sycurio's speech recognition payment solution you can now ensure that no customer is disadvantaged – or diverted away from the agent they're currently speaking with to take a payment.

Delivering inclusivity without compromise.

Speech Recognition empowers you to deliver a stand-out payment experience for every customer, especially those who feel more comfortable speaking their card details or who prefer not use their telephone keypad to enter their payment data.

It provides support for multiple languages, regional accents, and customizable voice prompts - helping you to create flexible and inclusive services across all your regions.

Speech Recognition ensures that payment services are accessible, inclusive, and compliant with regulations such as the Americans with Disabilities Act (ADA), the Equality Act (2010), and the FCA Code of Conduct – and directly supports your social responsibility and inclusivity policies.

PCI DSS and protecting privacy.

With Speech Recognition you can meet your customers' needs in a simple and convenient way. And ensure that everyone benefits from the same high level of compliance to PCI DSS payment standards, privacy, and data protection every time they transact with you.

Creating stand-out CX.

With Sycurio you can create positive payment experiences for both agents and customers across all your payment scenarios.

Utilizing our secure Speech Recognition feature means there is no need to create complex exception processes, transfer calls to a 'clean room environment', or turn away callers who are unable to use a keypad-based payment process.



Support for multiple languages and regional accents, Speech Recognition is an ideal solution for multi-regional and international organizations.



Integrate secure voice payments with confidence.

As a core feature of Sycurio.Voice, Speech Recognition is easy to deploy – there’s no need to upgrade or change your CRM or engagement platforms and no disruption to your contact center operations. Providing a simple call flow, live agent feedback, and audio prompts that guide the customer through the transaction, Speech Recognition is a user-friendly and highly intuitive feature that requires minimal agent training.

Sycurio Speech Recognition in action.



When a customer indicates they are ready to make a payment by voice, the agent triggers speech recognition mode. This automatically connects the customer to a Sycurio-hosted PCI DSS compliant interactive voice response (IVR) system. This delivers a series of voice prompts that guide the customer through the process of taking their card information.

The system captures and transmits the secured data to Sycurio.Voice, and the call then follows the normal flow.

Throughout the call, the agent is able to monitor the payment capture process in real-time without having access to sensitive payment data and is on hand to provide additional help should the customer require it.

Sycurio Speech Recognition – benefits at a glance.

- A fully integrated feature of Sycurio.Voice for both office and remote agents
- Removes voice-based payment transactions almost entirely from the scope of your company’s PCI DSS compliance obligations
- Ensures PCI DSS compliant payment services are fully accessible, inclusive and comply with the Equality Act (2010), the Americans with Disabilities Act (ADA), and the FCA Code of Conduct
- Agents remain in control throughout the entire call, can hear prompts and can monitor transaction progress in real-time without any access to sensitive data
- Only the prompts are recorded (to eliminate long silences) removing call and screen recordings from PCI DSS scope
- Supports customizable voice prompts, multiple languages and regional accents
- Enables customers to engage with brands they trust and feel safer and more secure during the payment transaction process
- Delivers a better CX with minimal changes in the call flow process, scripting or agent training
- All spoken secure payment card information is directly routed to the processor, entirely bypassing your agents and network and removing the risk of data breach

Sycurio.Voice  **SecureMode | on** 


In order to enter SecureMode please enter the Sycurio CR displayed in your telephony keypad

Sycurio Call Reference

Agent's Name*

Cardholder Name*

Payment Amount* USD

Card Type 

Card Number*

Security Code*

Expiration Date*

Secured by **Sycurio.**