

Sycurio.Voice Connector for NICE CXone.

NICE CXone and Sycurio

Balancing customer experience, data security and agent engagement are at the heart of our vision. At Sycurio and NICE we understand that creating powerful customer connections, with high levels of customer satisfaction and security are at the top of the priority list for most contact centers. Together we enable organizations to deliver trusted and connected experiences for their customers - especially where payment transactions are involved, or sensitive personal data is exchanged.

Simple, secure & PCI DSS compliant telephone payments wherever your agents 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.

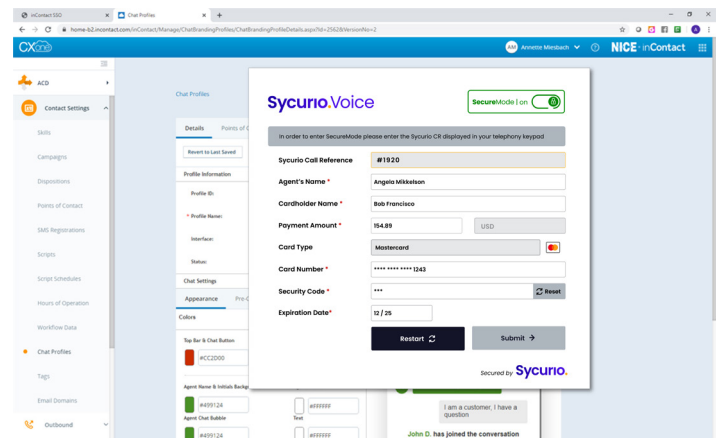
Sycurio's certified and globally trusted solution protects your customers' payment card data when you take payments over the phone. Our patented data capture methods mask the Dual-Tone Multi-Frequency (DTMF) tones (the sounds or tones generated by the telephone when the numbers are pressed), this ensures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

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



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 agents 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.



Flexible & secure payment CX.

Take NICE CXone 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 sales and customer service teams to deliver a smooth and consistent payment experience for every customer – one that protects both you and them.

- Patented data capture method, using market-leading DTMF masking protects payment card data and shields it from agents
- Sensitive payment data is automatically excluded from call recordings, is never stored in NICE CXone, and remains out of your IT/telephony infrastructure, including your VoIP networks
- Agents 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
- Agents receive confirmation once the payment successfully completes
- Fully compatible with Sycurio.Digital our flexible omnichannel payments solution for chat, SMS, email, chatbot and e-commerce solutions

Deliver better CX – serving customers faster and more efficiently

Sycurio.Voice was created for contact centers and sales support teams that need to deliver exceptional customer service. It extends your NICE CXone implementation with flexible and intuitive payment interfaces that make it easy to transact fluidly in the most demanding use cases.

Sycurio’s solutions enable taking PCI DSS compliant payments over the phone and through your other contact channels quick, simple, and securely:

- Payment pages are instantly delivered via NICE CXone and can be pre-populated with key customer information (name, address, transaction amount and currency)
- Automatic validation of all data prior to payment ensures transactions are processed with minimal delay
- NICE CXone customer records can be automatically updated when a payment transaction completes

Sycurio.Voice Connector for NICE CXone at a glance

- Available in the CXexchange Marketplace
- Delivers cost effective PCI DSS compliance
- Patented market-leading data capture method using DTMF masking
- Integrates with all PSPs
- Powerful features that include multi-lingual speech recognition, IVR integration and comprehensive reporting tools
- Provides a set of powerful privacy tools for compliance with regulatory and legislative environments such as: HIPAA, GDPR, CCPA, FCA, MiFID2, GLBA, Nacha, PSD2 etc.
- Supports ISO27001:2013 & HITRUST security frameworks
- Sycurio is a PCI DSS Level 1 Solution Provider, certified for ISO 270001, UK Cyber Essentials, Mastercard SDP Compliant Service Provider, and is listed on the Visa Global Registry of Service Providers

