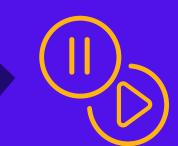
Pause and Resume vs Sycurio. Voice



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



Sycurio. Voice

Limited scope



Pausing call recordings addresses **ONE** aspect (just **3** PCI controls!) 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

Simplifying audits



Pause and Resume requires a SAQ-D - the most comprehensive and complex SAQ involving around 327 controls





DTMF masking requires SAQ-A - a much simpler SAQ with fewer controls, ranging between 6 and 14

Stay compliant



The PCI SSC considers Manual
Pause and Resume methods
non- compliant. Automated
Pause and Resume is complex to
install/manage. Sensitive data
can be unknowingly recorded,
or recordings could have key
details missing





Call recordings can continue without interruption, they don't need to be managed by agents and you have a full "clean" record of the call and remain PCI DSS compliant

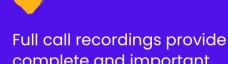
Easy dispute resolution



you don't have a full record of agreements, which can make disputes painful and lengthy

Gaps in call recordings mean





complete and important records of conversations and agreements

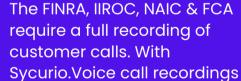
Non-compliance



bodies mandating all calls are recorded in their entirety

requirements and industry





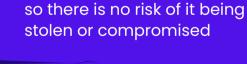
are uninterrupted

Remove temptation



Agents are exposed to payment





No card data is captured or

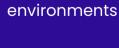
stored so office based agents,

remote workers and outsourced

Agents never see or hear

sensitve payment card data,

Enable a flexible agent workforce



Agents still see and hear customer

card data; complicating security

and monitoring in remote/home





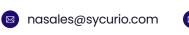
To reduce the risk of fraud & data breaches and achieve PCI DSS

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.

compliance, you need to prevent card holder data flowing through your call recordings, agents, desktops, IT systems, the physical environment and telephony network.

For more information

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



+1 888-267-5723





