

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

VS

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



Gaps in call recordings mean you don't have a full record of agreements, which can make disputes painful and lengthy



Full call recordings provide complete and important records of conversations and agreements

Non-compliance



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



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

Remove temptation



Agents are exposed to payment card data, putting your business at risk of opportunistic agent fraud and reputational damage



Agents never see or hear sensitive payment card data, so there is no risk of it being stolen or compromised

Enable a flexible agent workforce



Agents still see and hear customer card data; complicating security and monitoring in remote/home environments



No card data is captured or stored so office based agents, remote workers and outsourced service providers can take payments securely

To reduce the risk of fraud & data breaches and achieve PCI DSS compliance, you need to prevent card holder data flowing through your call recordings, agents, desktops, IT systems, the physical environment and telephony network.

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.

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.

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