



# Pause and Resume: Let's bust the myths and uncover the risks.

**The idea of using Pause and Resume (aka “stop/start”) for call recordings in contact centers is tempting. It appears to be a simple solution for avoiding sensitive payment card data capture and achieving PCI DSS compliance. However, the reality is far more complex.**

The PCI Security Standards Council (PCI SSC) advises against using manual Pause and Resume as a compliance strategy.

[Learn more.](#)



## **Myth #1: Pause and Resume makes your entire contact center PCI DSS compliant.**

**Fact:** This is a common misconception. PCI DSS compliance involves 438 security controls, covering everything from data and network security to telephony systems and physical access. Pausing call recordings only addresses one small aspect—recorded calls—leaving other areas vulnerable.

## **Myth #2: It's foolproof if agents remember to pause.**

**Fact:** Human error is unavoidable with manual Pause and Resume. Agents may forget, get distracted, or misinterpret prompts. Even automated Pause and Resume solutions experience system errors. One mistake could result in sensitive data being recorded, leading to potential fines, reputational damage, or legal consequences.

Risks of data breaches, investment in Redaction Services and the complexity of managing 430+ controls are a reality if you choose Pause and Resume.

## **Myth #3: It's cheaper than other compliance solutions.**

**Fact:** While Pause and Resume might seem cost-effective initially, the cost and risks far outweigh the upfront savings. Alternatives like DTMF masking offer robust, long-term security, total PCI DSS descope, and peace of mind, making them a better investment.

## **Myth #4: It supports training and quality assurance.**

**Fact:** Pause and Resume can prevent card data from being recorded, but it creates interaction gaps, impacting agent training, performance evaluation, and dispute resolution. Moreover, legacy solutions often fail to support uninterrupted call recordings required by regulators.



PCI DSS mandates that sensitive authentication data (e.g., CID, CVC2, CVV2, CAV2) must not be recorded or stored.

[Learn more.](#)



**Sycurio helps organizations reduce fraud, prevent data breaches, and simplify PCI compliance by keeping payment card data out of the contact center.**

**Sycurio achieves this by:**

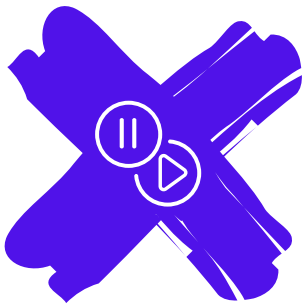
- Blocking card data from flowing through recordings, agents, desktops, IT systems, and telephony networks.
- Supporting uninterrupted call recordings for training, compliance, and quality assurance.
- Delivering a seamless, secure payment experience for both customers and agents.

**Pause and Resume:** Requires SAQ-D (438 controls) – complex, costly, and time-consuming.

**Sycurio.Voice:** Requires SAQ-A (6 controls) – simple, cost-effective, and efficient.

**Simplify  
compliance  
today.**

**Contact us!**



## The Pause and Resume Trap.

### 1. Limited scope

Addresses only call recordings, neglecting broader vulnerabilities.

### 2. Risk management challenges

Omitting payment sections complicates fraud investigations and dispute resolution.

### 3. Non-compliance

Conflicts with regulations requiring complete call recordings.

### 4. Risk of exposure

Missed pauses can expose sensitive data.

### 5. False confidence

Creates an illusion of security while leaving critical gaps.

In addition to PCI DSS, industries like financial services and insurance face additional regulatory requirements (FCA, FINRA, NAIC, IIROC) mandating full, uninterrupted call recordings.