Pause and Resume vs Sycurio.Voice

Taking phone payments? Then PCI DSS compliance is crucial. But if you're using or considering Pause and Resume as a speedy fix, here's some additional food for thought...

Pause and Resume **VS** Sycurio Voice

Customer experience (CX)

✖ Starting/stopping recording, reading back payment details & transferring to automated systems/other departments creates **disjointed CX**

✔ Consistent one-call customer journeys lead to better call outcomes and **improved CSAT scores**

Reduce costs and improve operational performance

✖ Impacts operational performance by increasing the opportunity for error, resulting in **longer AHT**

✔ Reduces AHT by **7-30 seconds** & improves your bottom line by freeing up time for agents & increasing FCR

Enable a flexible agent workforce

✖ Remote locations & homes are **almost impossible** to effectively secure – shared living spaces and housemates present unpredictable security problems

✔ No card data is captured/stored so agents can securely work from home – **boosting retention rates** and opening up new recruitment opportunities

Protect your brand & strengthen customer loyalty

✖ Leaves your organization **vulnerable to costly data breaches** that carry the risk of sanctions, fines, and reputational damage

✔ Customers use phone keypads for secure, fast & accurate data entry - fostering **brand trust & loyalty, improved customer retention & increased revenue**
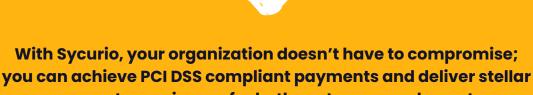
Agent experience (AX)

✖ Interacting with clunky, manual processes diminishes AX – **detracting agents from delivering the consistent CX** customers expect

✔ Better AX means better CX - Sycurio's user-friendly technology empowers agents with **efficient, automated workflows and processes**

✔ With Sycurio, your organization doesn't have to compromise; you can achieve PCI DSS compliant payments and deliver stellar payment experiences for both customers and agents.

By shielding your entire organization from payment card data, Sycurio significantly reduces the time, energy, and resources needed to manage PCI DSS compliance, allowing you to focus on business as usual.