Sycurio.Voice **Connector**
for Amazon Connect.

Amazon Connect and Sycurio

Balancing customer experience, data security and agent engagement are at the heart of our vision. At Sycurio and Amazon Connect 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.
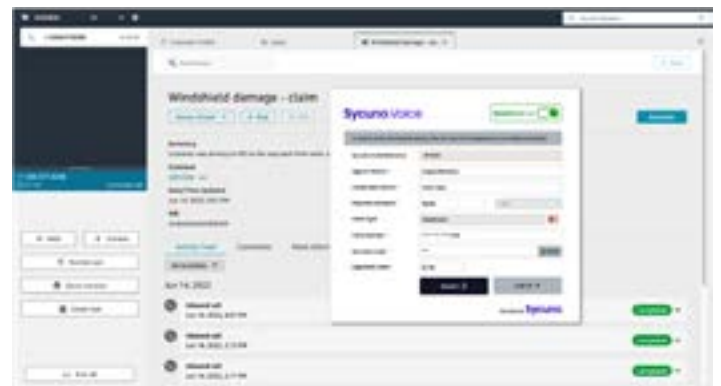
Sycurio's certified and globally trusted solution protects your customers' payment card data when you take payments over the phone. Our patented data capture methods mask the sounds made by the key tones (Dual-Tone Multi Frequency or 'DTMF'), this ensures agents don't hear or see any payment card data 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.

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Flexible & secure payment CX.

Take Amazon Connect 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 excluded from call recordings and is not stored in Amazon Connect

- Agents stay in full contact with customers throughout the transaction, improving customer satisfaction and reducing the number of abandoned calls

- 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 Amazon Connect implementation with flexible and intuitive payment interfaces that make it easy to transact fluidly in the most demanding use cases.

Sycurio.Voice Connector for Amazon Connect at a glance

- Available in the Amazon Connect Marketplace

- Sensitive payment data is excluded from call recordings and is not stored in Amazon Connect

- Agents never see or hear sensitive card payment data

- Significantly reduces the burden of PCI DSS compliance

- Patented market-leading data capture method using DTMF masking

- Reduces average handling time

- Integrates with all payment service providers (PSPs)

PCI DSS Certified
LEVEL 1 SERVICE PROVIDER

ISO ISO27001:2013

VISA
Level 1
Service Provider

mastercard
SDP Compliant
Service Provider

CYBER ESSENTIALS

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