PCI Pal® Progresses Partnership with Leading Cloud Contact Center Provider Talkdesk

The partnership offers enhanced security and compliance to Talkdesk customers and partners worldwide

Charlotte, N.C., June 23, 2020 – PCI Pal, the global provider of secure payment solutions, today announced the progression of its partnership with Talkdesk®, the award-winning cloud contact center for innovative enterprises. With multiple customers now live across EMEA and North America, Talkdesk leverage PCI Pal's globally accessible cloud platform, allowing them to deliver a fully-integrated solution that enables secure payment services to its global customer base and reseller partners with simplified deployment processes and no need for on-premise hardware.

Talkdesk has received industry accolades from Gartner and Forrester for its enterprise cloud contact center. As a result, this partnership will facilitate PCI Pal's continued momentum as it expands its global footprint through channel partners.

"We're excited to be working with Talkdesk, augmenting its award-winning platform with our secure and compliant payment technology which now empowers organizations to engage with customers across multiple channels including voice, webchat, social media, email, SMS and more," said James Barham, CEO, PCI Pal. "Talkdesk already offers some of the most innovative solutions for customer experience, and by offering PCI Pal's technology within Talkdesk's platform, their global customers are able to ensure sensitive cardholder data is secure– even from remote working environments."

"Talkdesk understands the changing needs of today's innovative enterprises and prides itself on creating contact center solutions that continuously improve the customer experience, and result in increased productivity, customer satisfaction and higher cost savings," said CK Kannan, Chief Product Officer, Talkdesk. "It is important to us that we also ensure the highest levels of security and compliance for our customers now more than ever, and PCI Pal allows us to do that."

About PCI Pal

PCI Pal® is the global provider of secure payment solutions. PCI Pal's cloud platform empowers organisations to take payments securely without bringing their environments into scope of PCI DSS and other card payment data security rules and regulations.

With the entire product portfolio served from PCI Pal's cloud environment, integrations with existing telephony, payment, and desktop environments are simple and light-touch, ensuring no degradation of service while achieving security and compliance.

PCI Pal has offices in London, Ipswich (UK) and Charlotte NC (USA). For more information visit www.pcipal.com or follow the team on Twitter: https://twitter.com/PCIPAL

About Talkdesk

Talkdesk® is a cloud contact center for the customer-obsessed. Combining enterprise performance with consumer simplicity, Talkdesk easily adapts to the evolving needs of support and sales teams and their end-customers, resulting in higher customer satisfaction, productivity and cost savings. Over 1,800 innovative companies around the world, including IBM, Acxiom, 2U, Trivago and Peloton, rely on Talkdesk to make customer experience their competitive advantage. Learn more and request a demo at www.talkdesk.com.

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