



NEWS RELEASE

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PCI Pal Partners with Avaya Contact Center to deliver an integrated cloud-based compliance solution for telephone and digital payments

*PCI Pal payment security solution now rated "Avaya Compliant"
with key Avaya Contact Center solutions*

PCI Pal®, the global provider of secure payment solutions, today announced that its Agent Assist solution is now compliant with key Avaya Contact Center solutions, enabling enterprises to integrate telephone payment security into their existing telephony systems to help achieve PCI DSS compliance for telephone and digital payments. [Avaya Holdings Corp.](#) (NYSE: AVYA) is a global leader in solutions that enhance and simplify communications and collaboration.

PCI Pal's Agent Assist uses DTMF masking technology to intercept tones and hide payment card information that customers enter at the point of payment. Sensitive card data is concealed from customer service agents while keeping the line open for agents and customers to interact. The application is now compliance-tested by Avaya for compatibility with the Avaya Aura® Experience Portal 7.2.3 using Avaya Session Border Controller for Enterprise 8.

"Compliance testing our Agent Assist application with Avaya Aura Experience Portal helps give customers looking to incorporate a PCI Compliant payment card security solution into their existing telephony and contact center infrastructure a number of benefits," said Darren Gill, Chief Revenue Officer, PCI Pal. "It also helps us deliver a more enhanced service to customers utilizing Avaya's market-leading communications solutions."

"PCI Pal provides a complete suite of card payment security solutions that help customers around the globe achieve PCI Compliance within their contact centers, whether on premise or in the cloud," said Eric Rossman, vice president, Partners, Developers and Alliances, Avaya. "We are delighted that its Agent Assist solution has successfully completed DevConnect compliance testing, helping Avaya customers confidently integrate the solution into their existing systems and processes."

PCI Pal is a Technology Partner in the Avaya DevConnect program—an initiative to develop, market and sell innovative third-party products that interoperate with Avaya technology and extend the value of a company’s investment in its network.

As a Technology Partner, PCI Pal can submit products to Avaya for compliance testing, where a team of DevConnect engineers develops a comprehensive test plan for each application to verify its Avaya compatibility. This enables customers to confidently add best-in-class capabilities to their network without having to replace their existing infrastructure—helping speed deployment of new applications and reduce both network complexity and implementation costs.

Learn more about how [PCI Pal is part of Avaya’s DevConnect program](#) and [Avaya’s other partner programs](#).

About Avaya

Businesses are built on the experiences they provide, and every day millions of those experiences are built by Avaya (NYSE: AVYA). For over one hundred years, we’ve enabled organizations around the globe to win – by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration – in the cloud, on-premise or a hybrid of both. To grow your business, we’re committed to innovation, partnership, and a relentless focus on what’s next. We’re the technology company you trust to help you deliver Experiences that Matter. For more information, please visit www.avaya.com.

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>

Tags: Avaya, channel partners, communications solutions, devconnect, developers, resellers

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