

**PRESS RELEASE**  
9<sup>th</sup> November 2020



## **PCI Pal® to discuss the Evolution of Digital Payments at the Call and Contact Centre Expo virtual event**

[PCI Pal®](#), the global provider of secure payment solutions, is offering advice to contact centre and customer experience professionals on how to provide a true omnichannel solution for secure payments, at this year's virtual Call and Contact Centre Expo event on the 10-11th November 2020.

PCI Pal's Global Pre-Sales Manager, Tom Nicholls, will be speaking as part of the Expo's seminar series, where he will discuss how payments have evolved, which digital customer service channels are influencing and forcing the advancement of payments via contact centres, and will offer guidance on delivering a PCI-Compliant omnichannel payments solution to support remote workers.

Confirms Tom Nicholls, "For today's consumer, engaging with organisations via their digital channel of choice is the norm. Millennials and Gen Z prefer 'digital first' methods of communication and the rapid evolution of consumer demand and communication technologies are causing major change to the way organisations process payments.

"I'm looking forward to speaking to delegates at the virtual Call and Contact Centre Expo to provide advice on what steps call and contact centre professionals need to take into consideration, to ensure a consistent and secure payment experience is provided to customers, regardless of the channel used."

For more information on PCI Pal visit [www.pcipal.com](http://www.pcipal.com), call +44 207 030 3770 to arrange a demonstration or follow PCI Pal on [Twitter](#).

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### **Notes to Editors:**

#### **About PCI Pal**

PCI Pal® is the global provider of secure payment solutions for contact centres and businesses. PCI Pal's globally-accessible cloud platform empowers organisations to take Cardholder Not Present payments securely without bringing their environments into scope of PCI DSS and other card payment data security rules and regulations.

With products in the cloud and served from PCI Pal's cloud environment, integrations with existing telephony, payment, and desktop environments are flexible and proven, ensuring no degradation of service while achieving security and compliance.

PCI Pal provides a true omnichannel solution so payments can be managed securely via telephone, IVR or across any digital channel, including Webchat, Whatsapp, Social Media, Email and SMS.

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

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