

**PRESS RELEASE**  
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## **PCI Pal® adds Speech Recognition capability to its cloud-based Agent Assist and IVR Payment solutions**

**New capability provides an added secure payment option for PCI Pal customers, allowing callers to speak payment details securely**

[PCI Pal®](#), the global provider of cloud-based secure payment solutions, has today announced the addition of Speech Recognition capability for both its Agent Assist and IVR Payment solutions. PCI Pal's customers now have the option of allowing callers to securely speak their credit card details over the phone, while PCI Pal securely processes the data and prevents it from entering the company's environment.

The introduction of Speech Recognition as a feature of PCI Pal's Agent Assist and IVR Payment products means that businesses taking Cardholder Not Present (CNP) Payments within their contact centres can now offer their customers an additional secure and accessible option when paying for products and services.

When payment is required, the customer simply reads out their credit card details, or can use their telephone keypad, when prompted by an agent or IVR to do so. Customers now have a choice in how they provide their payment information, with the added advantage of an accessible option, which is ideal for people with physical disabilities who may find typing difficult, painful or impossible.

To ensure security when sensitive data is spoken on a live call, PCI Pal prevents the caller's voice from reaching an agent. The data is captured by PCI Pal without the agent hearing or seeing it, and from there the payment data is instantaneously sent to the payment provider for processing. Throughout the entire process, the agent is able to stay in conversation with the customer - meaning they can give assistance and feedback throughout the interaction.

James Barham, CEO of PCI Pal, said: "Speech Recognition has come a long way in the last five years, and we felt that now was the right time to launch this capability to give our partners and customers the choice of secure data capture methods during a live call. Having focused our efforts on building the most advanced, globally available, true cloud environment for securing payments, I'm very

pleased that we are adding this feature to that platform as part of our Agent Assist and IVR products.”

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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