



RAPID REMOTE

WHAT IS PCI PAL RAPID REMOTE?

A PCI compliant business continuity payment service, enabling organisations to quickly continue handling customer payments in a secure way. Installed in 48 hours, we'll work with you to get up and running as quickly as possible.

With many contact centre agents now working from home during these unprecedented times, Rapid Remote gives organisations the ability to securely handle customer credit and debit card payments, while also complying with PCI DSS guidance.

WHAT IS PCI DSS?

The Payment Card Industry Data Security Standard (PCI DSS) is an information security standard for organisations that handle payments by debit or credit card. The PCI DSS was created by the Payment Card Industry Security Standards Council (PCI SSC) which is a conglomerate of the five major card brands globally namely Visa, Mastercard, American Express, Discover, and JCB.

The PCI DSS was created to reduce the amount of card fraud globally due to the mishandling of sensitive data associated with payment cards. It is a set of standards for merchants and service providers on how they handle this data while taking payments either for themselves or third parties.



HOW DOES RAPID REMOTE SECURE YOUR PAYMENTS?

As a cloud-based solution, Rapid Remote is quick to deploy, live within 48 hours, and provides a solution for homebased contact centre agents who are using non-centralised telephony, such as mobile phones, landline telephones, remote extensions on PBX systems, or Voice over IP platforms, such as Microsoft Teams or Skype for Business.

PCI Pal Rapid Remote enables credit and debit card payments to be securely handled using DTMF (dual tone multi frequency) masking technology. This means that customers input their card information using their telephone keypad when prompted by the remote worker, and the information is automatically transmitted to the Payment Service Provider (PSP) for authorisation. No cardholder data is exposed to the homeworking agent or enters the company's environment, meaning the scope of PCI DSS is vastly reduced.



HOW IT WORKS

- 01 Agent and customer are on a secure call**
At the point that a payment is required, the agent simply asks the customer to enter their payment card details using the telephone keypad. The agent and the customer stay connected at all times.
- 02 Sensitive Cardholder data never reaches the agent or your infrastructure**
The PCI Pal platform captures the keypad tones and masks them as a monotone beep, preventing them from reaching the remote contact centre environment. Asterisks are displayed to the agent on the PCI Pal web portal (a simple web link on their desktop). The agent can monitor the number of digits entered into the system by the customer. The agent and customer remain in two way communication throughout.
- 03 Payment is processed by your payment provider**
Once all the required card data has been collected, the agent hits the "process card" button via the PCI Pal web portal. This instruction sends the transaction to your chosen payment provider. No cardholder data enters your environment, so from a PCI DSS perspective, your area of scope is vastly reduced and the payment is secured, even for remote agents and homeworkers.

KEY BENEFITS

A PCI COMPLIANT SOLUTION FOR REMOTE WORKERS.

 DEPLOYED WITHIN 48 HOURS	 ENABLING SECURE PAYMENTS FROM HOME	 PCI COMPLIANCE FOR REMOTE WORKERS
 CUSTOMER PEACE OF MIND	 AGENT ALWAYS ON THE LINE TO ASSIST	 REDUCED AVERAGE HANDLING TIME

PROTECTED BY PCI PAL

PCI Pal's multi award winning, secure cloud payment solutions are certified to the highest level of security by leading card companies, to provide the best possible solution for your business.

PCI Pal's pioneering Level 1 PCI DSS certified solutions are built around your contact centre and processes, so your customer service operation will remain exactly as you want it to be.

Customisable, scalable and reliable, with 24/7 global support.



OUR ACCREDITATIONS



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