

## PCI Pal® Awarded Best Call Center Solution at CNP 2021

*Company recognized for payment security innovations in the call center industry*

**Charlotte, N.C., May 13, 2021** -- [PCI Pal®](#), the global cloud provider of secure payment solutions for business communications, has again been recognized by the CNP 2021 Awards as Best Call Center Solution by both judges and customers. This follows a year of innovation and growth for PCI Pal with several new offerings to secure customer service channels and offer the remote delivery of its solutions.

“It’s an honor to be recognized by the CNP Awards again this year for our work to secure contact center and customer service payment channels, especially as we were up against our closest competitors,” said James Barham, CEO, PCI Pal. “As the leader for cloud in what we do, we are constantly pushing ourselves to be the best for our customers and our partners, innovating consistently to ensure the highest levels of security of consumer payment data. This award is a testament to the hard work our team has put in toward that goal.”

Over the last 18 months, PCI Pal has introduced several new solutions and updates to meet its customer’s ever-changing needs in an increasingly digital world. These solutions include:

- **PCI Pal Digital:** PCI Pal Digital allows contact centers to provide a true omnichannel payment experience to consumers, ensuring payment security across digital channels including webchat, SMS, email, and social media.
- **Rapid Remote:** Rapid Remote enables businesses with ultra-fast deployment of PCI Pal’s solutions within 48 hours, even for home-based workers who previously did not have access to secure payment solutions through their existing remote telephony connectivity.
- **Speech Recognition:** Speech recognition is a new capability for PCI Pal’s Agent Assist and IVR Payments solutions that allows customers to speak their details in a secure way as an alternative to using their telephone keypad.

For more information visit <https://www.pcipal.com/us/>

### **About PCI Pal**

PCI Pal is a leading provider of SaaS solutions that empowers companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss.

Our mission at PCI Pal is to safeguard reputation and trust by providing our customers with secure payment solutions for any business communications environment including voice, chat, social, email, and contact center.

We are integrated to, and resold by, some of the worlds' leading business communications vendors, as well as major payment service providers.

The entirety of the product-base is available from our global cloud platform hosted in Amazon Web Services ("AWS"), with regional instances across EMEA, North America, and ANZ. PCI Pal products can be used by any size organization globally, and we are proud to work with some of the largest and most respected brands in the world.

For more information visit [www.pcipal.com](http://www.pcipal.com) or follow the team on LinkedIn: <https://www.linkedin.com/company/pci-pal/>

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