



PRESS RELEASE

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Greg Rowe's contact centre solution keeps customer communications and payments flowing with technology from Talkdesk and PCI Pal

Global kitchen tap manufacturer integrates telephony and secure payment solutions to future-proof communications and ensure ongoing adherence with payment compliance standards

UK based Greg Rowe Limited, which has designed and manufactured multi-functional kitchen taps for over 50 years, including the unique four-in-one QETTLE, has upgraded its contact centre and payment security technology to handle an increase in call and payment volumes to the company's customer service team.

The organisation selected Talkdesk as its contact centre partner, and [PCI Pal](#) to provide an integrated, cloud-based secure payment solution, PCI Pal Agent Assist. This offers the key advantage of enabling customer service staff to carry on speaking to customers throughout a transaction, providing payment support where necessary.

Following the highly successful QETTLE launch, Greg Rowe's call volumes significantly increased. By leveraging Talkdesk CX Cloud™ and PCI Pal Agent Assist, the company can now manage the volume with ease while ensuring customers' payment details are handled in compliance with the PCI DSS. Customers simply enter payment card information using their telephone keypad, so staff cannot see, hear or record any of the customer's payment card details. Crucially, as an additional component of compliance with the PCI DSS, no sensitive financial details are stored within Greg Rowe's infrastructure.

Greg Rowe's Digital Services Manager, Alan Shurey, said, "Removing payment card data from our contact centre environment provides peace of mind as I know payments are being handled securely and meeting compliance standards. Using PCI Pal Agent Assist also gives confidence to customers who are increasingly reluctant to give out their payment card details over the phone. It's reassuring to them that we have the processes and technology in place to protect them."

Director of Greg Rowe Limited, Alexandra Rowe, said, “The penalties are exceptionally hard if you fall foul of PCI DSS. Not only the direct financial penalties but the potential reputational damage. Using PCI Pal Agent Assist removes the responsibility for handling payment card data from our people. The fact that we don’t touch payment card data at all gives us great confidence and reassurance.”

Robert Gavin, Talkdesk Vice President of Global Alliances and Technology Partners, adds, “The Greg Rowe brand is well known for its high product quality and exceptional customer experiences. By choosing to complement their Talkdesk CX Cloud platform with PCI Pal Agent Assist, they’re able to combine all of the contact centre capabilities Talkdesk enables with a best-in-class security application to meet the standards of excellence their customers have come to expect.”

Greg Rowe’s QETTLE is a unique kitchen tap, which is engineered to globally granted design patents, dispenses four flows of water from a single spout – 100°C boiling water, filtered drinking water, plus normal hot and cold flows. For more information, visit www.qettle.com.

For more information regarding PCI Pal, visit www.pcipal.com, call +44 207 030 3770 to arrange a demonstration or follow PCI Pal on LinkedIn: <https://www.linkedin.com/company/pci-pal/>. Or for further details regarding Talkdesk, visit www.talkdesk.com.

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Notes to Editors:

About PCI Pal

PCI Pal (LON: PCIP) is a leading provider of SaaS solutions that empower 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. Its mission is to safeguard reputation and trust by providing customers with secure payment solutions for any business communications environment including voice, chat, social, email, and contact centre. PCI Pal is integrated to, and resold by, some of the worlds' leading business communications vendors, as well as major payment service providers. PCI Pal products can be used by any size organisation globally, and it is proud to work with some of the largest and most respected brands in the world. For more information visit www.pcipal.com or follow the team on LinkedIn: <https://www.linkedin.com/company/pci-pal/>.

Editor’s Contact:

Peppa Sheridan, Peptalk Communications
+ 44 (0)7725 121189 // peppa@peptalkpr.co.uk