

PRESS RELEASE
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Air Europa chooses PCI Pal to enhance Contact Centre payment processes

[PCI Pal](#)® (LON: PCIP), the global SaaS provider of secure payment solutions for business communications, has implemented PCI Pal Agent Assist into [Air Europa](#)'s global contact centres. The airline has future-proofed its payment security and PCI DSS compliance requirements, while also providing a frictionless customer experience by enabling all agents to personally support customers with successfully completing transactions over the phone.

The PCI Pal Agent Assist solution enables Air Europa to securely process credit card information using DTMF-masking technology, which means agents remain in contact with customers throughout the transaction, assisting customers if and when needed, while they input their card details anonymously using their telephone's keypad. This speeds-up transaction timescales, increases payment success rates all while supporting the airline with regulatory compliance such as PCI DSS.

Yago Casasnovas, Head of Payments, Fraud Prevention and Distribution at Air Europa, said: "Having undertaken a review of our payment handling processes, I felt we would benefit from a solution that would let us record every conversation for training and quality assurance purposes, yet would keep us out of scope of the requirements of PCI DSS. Having seen a demonstration of PCI Pal's payment solutions, they ticked all of the boxes of maintaining customer contact, yet with the necessary security and compliance requirements."

PCI Pal's solutions are being used in the airline's contact centres in Spain, South America and Africa and the initial feedback from both customers and agents has been positive:

Concludes Casasnovas: "Working with PCI Pal enables us to stay in control of the overall customer experience. There is no comparison between Agent Assist and an automated 'payment line' solution: the customer receives a positive experience and Air Europa has greater certainty on payments and security. This upgrade demonstrates that we look ahead at innovation and always with the customer experience at the heart of everything we do."

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/>.

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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. Using patented technology, 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/>.

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