national express

National Express boosts customer service with PCI Pal and Salesforce integrations

Industry
Transportation

Headquarters
Birmingham, UK

Size
820 users

8x8 Solutions
8x8 Work®
8x8® Contact Center™
8x8® Secure Pay™

Integration
Salesforce

Challenges

- Securely accepting payment during voice calls.
- Maintaining PCI DSS compliance.
- Supporting an 80% remote workforce.

Results

- PCI Pal integration protects customer data during contact center calls.
- Salesforce integration syncs voice calls with CRM profiles.
- Agent Workspace increases agent productivity and reduces call times.

" 8x8's integration with PCI Pal has been a game-changer for us. It allows us to provide an easy and secure experience for our customers while maintaining compliance with PCI DSS regulations.

Lawrie Neal
Salesforce System Administrator

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