PCI Pal raises the bar for secure payment solutions with next-gen Automatic Speech Recognition (ASR) enhancements

London, UK: 21 September 2023 – PCI Pal (LON: PCIP), the global provider of secure payment solutions announced today the release of the next generation of Automatic Speech Recognition (ASR) enhancements to their acclaimed suite of PCI compliant payment solutions, including PCI Pal Agent Assist and IVR Payments.

This innovation represents a significant leap forward for businesses that must adhere to PCI compliance but are grappling with concerns related to accessibility and scalability. With PCI Pal's latest update, organizations can now provide speech recognition payments in over 140 languages with impressive speech accuracy at 91.25%* vs 63.25% (when compared to other speech recognition services). This is made possible by the technology's ability to grasp nuances in accents and dialects.

"The enhancement of our ASR capabilities signals our commitment to break down language barriers in the global market when it comes to telephone-based payments," said Alessandro Dalla Volta, VP of Product, PCI Pal. "We are constantly innovating to ensure the highest standards of accessibility, scalability, and compliance for our customers and partners."

The benefits of this latest update are many. With the inclusion of these sophisticated ASR enhancements, businesses can look forward to an increase in not only payment conversions, but to the overall customer and agent experience.

Going beyond driving higher business returns, PCI Pal's latest features promise to elevate the user experience, delivering increased convenience during the payment process.

"By leveraging the power of artificial intelligence in recognizing a vast range of languages, accents, and dialects, we've been able to significantly enhance the accuracy and convenience of making payments," said Mufti Monim, Chief Technology Officer, PCI Pal. "We believe that this cutting-edge upgrade will make a substantial difference to our partners, customers and their end users."

Based on internal comparative studies with another industry-leading speech recognition service. Accuracy tested on English (GB & US), French (Canadian), and Spanish (US) for PCI Pal Solutions.

For more information about PCI Pal's next-gen ASR enhancements, please visit www.pcipal.com/speechrecognition

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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 center.

PCI Pal is integrated to, and resold by, some of the world's leading business communications vendors, as well as major payment service providers.

PCI Pal products can be used by any size organization 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/.