

# keyivr

intelligent payment systems

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SECURE PAYMENT SOLUTIONS

PCI-DSS v3.2 Level 1 Compliance  
across a range of channels



**VISA**

QSA Assessed Service



## PCI COMPLIANT OMNI-CHANNEL PAYMENT SERVICES

Exceed your customers' expectations with the next evolution of PCI payment and IVR services

All our services work seamlessly together, providing a **unique omni-channel** approach to payment solutions – from agent assisted payments, online payment portals, telephone payment lines, outbound SMS, click-to-pay web links and beyond.

Powered by our PCI-DSS compliant platform that comes recommended by international payment gateways and PCI QSAs alike, we can securely tokenise payment methods so no matter how your customers choose to pay, you can offer a user-friendly, consistent experience.

This results in fewer abandoned transactions, less time spent chasing payments and no costly, time-consuming integration of multiple systems from different providers.

Reporting on multiple payment services from a single platform is simple, we provide a dedicated real-time dashboard and the option to integrate with your existing systems for greater automation.

**Work with Key IVR as a single, trusted provider to help you achieve your business objectives.**



### One of the many ways Omni-Channel Payment Services works:

Your customer makes a payment through your fully-branded online payment portal and checks the option to save their card for future use. For their next payment they choose to pay over the phone via an automated telephone IVR. After the platform confirms their identity, the customer can quickly and easily use the saved card details from the previous online payment.

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## AGENT ASSISTED PAYMENTS

A secure, DTMF suppressed card payments solution that keeps Contact Centre Agents connected to their customers

Help de-scope your entire office and network environments by ensuring the card data never reaches your systems. Our Border platform secures both your inbound and outbound call traffic allowing you to focus on what matters most in your business.

- **Seamless customer experience** – The agent stays on the phone during the entire payment process
- Cards can be **securely tokenised** for faster payments
- **DTMFs masked** so the entire call can be recorded (FCA compatible)
- Helpful **dashboard prompts** for the agent
- **Continuous Payment Authority** (CPA) available for recurring & flexible payment plans
- **Range of integration options available**, from completely standalone to full API & SOAP
- **Universally compatible** with all telephony systems
- **Web browser** based solution with no on-site installation



## PAYMENT IVR

Fully-automated payment collection system, available 24/7

Personalised to suit your brand and operations, the payment IVR is fully automated and ready to take payments 24/7 365 days a year. Utilising our secure, robust, PCI-DSS Level 1 certified payment platform which operates in state-of-the-art data centres.

- **94% cheaper** than collecting a payment with an agent
- **No text to speech recordings** – Personalised prompts recorded from a professional voice artist
- **Customised IVR options** & flow to match your customer journey
- **Built-in fraud detector** - An automatic link can be sent to high risk customers as a second layer of protection
- **Payment receipt** sent to customer via SMS and email
- **Real time transaction updates** with a self-service dashboard or integrated with your existing systems
- Use an existing **payment telephone number**, or we can provide a new one

## WEB PAYMENTS

### Fully branded PCI-DSS Level 1 secure online payment portal

E-commerce transactions grow year on year, but securing your website to take payments is often prohibitively expensive. Key IVR can provide the solution, from inventive payment pages through to full applications.

You can significantly reduce your requirements under PCI compliance as all credit and debit card processing is performed by our PCI-DSS Level 1 certified payment platform

- **Accessible 24/7/365** on any smartphones, tablets, laptops or desktop PCs
- **Consistent design** with your website brand for seamless customer experience
- **Secured in our PCI compliant environment**, removing the risk from your organisation
- **Uses 3D Secure** to reduce fraudulent transactions and the risk of chargebacks
- **A range of integration options** to work with your existing systems



## MOBILE PAYMENT APP

### Top-up gas & electric smart meters on the move - fully branded & integrated to suit your customers

Improve customer conversion and convenience with a fully branded PCI compliant mobile app for easy smart meter top-ups, available on Apple iPhones and Android smartphones.

- **Fully branded** to match the look of your organisation
- Secured in our **PCI-DSS Level 1 certified** environment
- **Save and tokenise cards** for convenient future payments
- **Display top-up history** across multiple smart meters
- **Integration options** to suit a wide range of CRM and invoicing systems
- Easy to **pay via credit or debit** card through the app
- **Regularly maintained** by our talented in-house team
- Available on **Android and iOS**



# OUTBOUND VOICE, SMS & EMAIL

Save time and money with automated voice, SMS & email messaging campaigns

Our Outbound solution is an effective, cost efficient way of reaching a large audience of customers or prospects, quicker than agents calling each and every contact. The platform can deliver thousands of messages every hour, saving valuable time, increasing customer engagement and payment conversion.

- Messages sent across **SMS, email or voice**
- **Manage your campaigns** with a user-intuitive self-service portal
- **Reach a larger audience** and save call agent time compared to traditional outbound methods
- **Schedule outbound campaign activity** to match agent availability to answer inbound responses
- **Automatically schedule resends** of voice messages at different times based on no-answer, engaged or voicemail detection
- **Automatically leave voicemails** with the recipient on your behalf
- **Bulk upload** data by Excel CSV or an API integration

# CLICK-TO-PAY

Increase your payment conversion over SMS, email and web-chat

Produce a personalised SMS or email with a unique URL link for each recipient. This launches a 3D Secure payment web page with customer information pre-filled as required, allowing them to confirm payment details and complete the transaction.

- **Personalised message** with a URL link to a fully-branded pre-filled payment portal
- **Substantially reduces** the steps needed to make payment
- Combine with our **Outbound Voice & SMS service** for mass send with maximum outreach
- **Works on all web browsing devices** - smartphones, tablets, laptops or desktop PCs
- **Bulk upload** data by CSV Excel or API integration
- Ideal for **debt collection & payment at-the-door** scenarios

We look forward to seeing you in 3 days, if you can't make it, please call us on [0800 123 123](tel:0800123123) or manage your booking on-line here: <http://abcltd.co.uk/Booking=8vfgds767sda>



Thank you for your order number: 12345. Please click here to make a secure card payment and complete your purchase: <http://mysecurepay.co.uk/Checkout?linkRef=2ny97bvs43v>



## ABOUT US

Key IVR are a privately owned business offering automated payment services in the UK and internationally across Europe and the United States

We are a customer-service focused organisation, taking care to manage and meet our client's expectations.

Hosted in industry leading data centres and processing over £1bn per annum, our state-of-the-art payment suite is robust, reliable and secure – certified **PCI-DSS v3.2 Level 1 Compliant** by our QSA Nettitude.

Available in 14 languages across 11 currencies, our solutions are recommended by the Chartered Institute of Credit Management, worldwide payment gateways and PCI-DSS QSAs.

We are also registered with Visa Europe as a QSA assessed service and adhere to the EU's General Data Protection Regulation (GDPR).

## WHAT IS PCI-DSS?

The Payment Card Industry Data Security Standard (PCI-DSS) is a set of security standards designed to ensure that all companies that accept, process, store or transmit credit card information maintain a secure environment

The Payment Card Industry Security Standards Council (PCI-SSC) was formed by Visa, MasterCard, American Express, JCB and Discover to manage the ongoing evolution of the Payment Card Industry (PCI) security standards.

To be compliant today your payment service provider needs to adhere to version 3.2 of the PCI standard, which was introduced in April 2016.



Key IVR are PCI-DSS v3.2 Level 1 compliant, the highest level of certification for PCI payments.

## COMPLIANCE & CERTIFICATION



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## CONTACT US

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