

## CONTACT

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## CONNECT

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# MaxContact

# PCI-DSS IVR AND AGENT ASSISTED PAYMENTS



# SOLUTION OVERVIEW

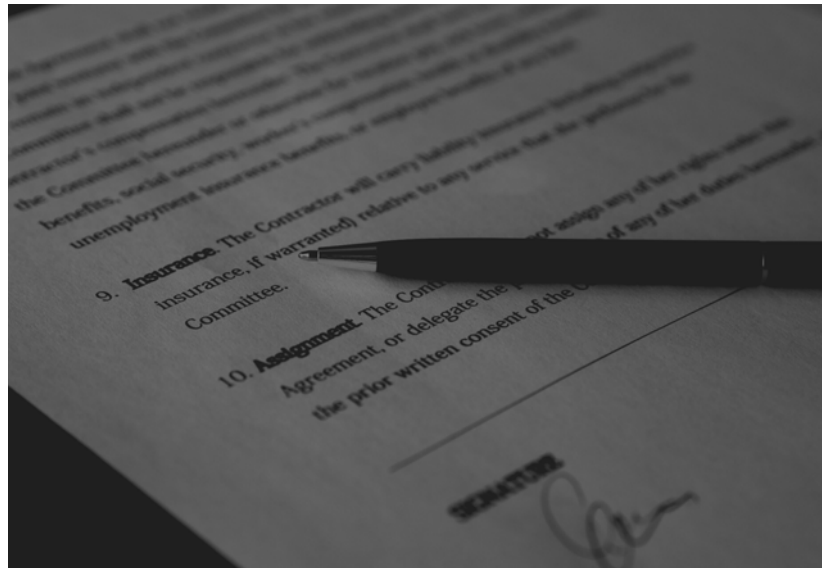
MaxContact provides a complete converged solution to the contact centre industry. Hosted in Microsoft's AZURE cloud, resilience and scalability come as standard.



As contact centre people, we believe our solutions should secure customer data and protect your business without compromising how your contact centre is run.

# IVR PAYMENTS

MaxContact have been delivering Payment IVR solutions since 2004, helping organisations improve efficiencies and modernise payment collecting methods in their business



24 HOURS A DAY  
7 DAYS A WEEK  
365 DAYS A YEAR

We help facilitate the goal of reducing time and money on taking payments through offering fully automated payment collection systems.

The solution can be fully bespoke to your needs and customisable at every level,

With integration into third party products providing an accurate painless transactions process for your clients that is available 24/7/365 days per year.

## BENEFITS

- **Get Paid quickly and easily**
- **Keep client information safe**
- **Avoid regulatory fines and higher banking costs**
- **Improve your reputation and allow you to win new business**
- **Automate processes to increase efficiency**
- **Eliminate agent fraud**

# AGENT ASSISTED PAYMENTS

Our core solution, Agent Assist, utilises DTMF (Dual Tone Multi Frequency) masking technology to provide companies with a secure way of handling payments by phone without bringing their environments in scope of PCI DSS.

We integrate with the call flow and at the point of payment, intercept any tones as they are entered by the customer on their telephone keypad. This way the agent doesn't hear or see the card data, all they see are asterisks on the screen.

The customer and the agent can still speak throughout the entire process but the sensitive card data, the PAN and the CSV, are prevented from reaching the agent or the client's environment.

This takes your contact centre out of scope for these requirements for your PCI-DSS compliance audits. Helping you concentrate on running your business.



SECURITY.  
COMPLIANCE.  
RESILIENCE.



# KEY FEATURES

As contact centre people, we believe our solutions should secure customer data and protect your business without compromising how your contact centre is run.



- Hosted in MS AZURE data centre
- 24/7/365 payment collection service
- Reduce agent and user interactions through agentless payments
- Professional voice artist
- PCI-DSS compliant
- Text To Speech (TTS) Integration allows you to seamlessly play your customer's name for the personal touch
- Fully bespoke IVR and database look-ups and interactions
- Integration to CRM API Databases with our own development team
- Customisable reports
- Increased satisfaction
- Masked tones
- No recording during processes
- Seamless all-in-one solution



HM Government  
**G-Cloud**  
Supplier



# EXISTING PARTNERS

We listen to our customers and build new features and improvements around them. We add over 500 new features annually to keep the solution ahead of the curve.





# OUR FULL SUITE OF FEATURES INCLUDE;

Outbound

Inbound

OMNI

PCI-DSS Payment Collection

Work Force Management

Speech Analytics

Automation

Scripting

Reporting and MI

Integration



MaxContact