

Telephone Payments

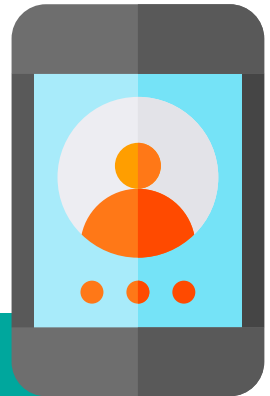
Enabling customers to receive millions of calls every year from live callers, processing attended card payments in a Level 1 PCI DSS accredited environment.

A secure, transactional environment

With our hosted Telephone Payments solution, your customers will benefit from a secure and unique transactional environment where they remain on the call, entering their own information without being passed over to an unattended, automated Interactive Voice Response (IVR). This improves customer experience and delivers reputational advantage for your business. Your agents can efficiently take attended payments and your customers can be reassured that at no point, did they have to read out sensitive card payment information.

How Telephone Payments work

At the point the customer decides to pay, your operator simply selects the SmarterPay Telephone Payments desktop icon and the customer is told they are transferring to 'secure mode' as the call links to SmarterPay. The operator is reconnected with the call after a few seconds to process the payment and the customer is prompted to enter their card number, expiry date and security code into the phone on the keypad. All card details appear on-screen as ***'s and there are no DTMF tones. The payment is completed without revealing any of the customer's account information.



Cloud-hosting with Level 1 PCI DSS compliance

Each solution is hosted on our cloud platform with Level 1 PCI DSS accreditation creating a secure link to any merchant account. There is no need to change your current telephone number(s) or network infrastructure with calls only ever passing via our secure platform when necessary.

All versions of the solution can be used as a standalone service or be integrated with your CRM or database driven software. Omnichannel payment options can also be utilised if your business receives payments from a variety of sources. A configurable solution with real-time reporting on both calls and card processing, SmarterPay Telephone Payments offer an affordable and simple way to process payments over the phone.



Steps to making a Telephone Payment



Business benefits and pricing

- ✓ Simplifying agent payments
- ✓ Securing attended transactions
- ✓ No PAN exposure
- ✓ Dedicated technical account management
- ✓ Omnichannel payment options
- ✓ Highly affordable solution
- ✓ Level 1 PCI DSS compliant
- ✓ Easy to use interface
- ✓ Hosted solution with no depreciation costs
- ✓ Flexible integration available

	PCI Agent	Auto IVR
Set Up	£0	£2,000
Monthly Fee (1 Licence)	£175	£400
Additional Licence	£25	n/a
Call Charges	n/a	Yes
Transaction Fees	£0.30	£0.30

*Transactions billed at 30p for each secure telephone payment
 *Your usual Gateway Fees and Merchant Service Fees will remain

Get in Touch

For more information about Telephone Payments or any other SmarterPay products and services, please get in touch on:

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