

# Secure Call Interface

PART OF OUR MERCHANTSUITE COLLECTION OF SOLUTIONS



**Quick, safe and convenient agent-assisted phone payments for contacts centres.**



**Accept phone payments securely, whilst keeping credit card data outside your contact centre**



**Give customers uninterrupted support and peace of mind**



**Reduce PCI DSS scope and compliance overheads**



**Shorten call times for repeat customers**

## Customer confidence

Most customers are not comfortable with dictating their credit card details when making a payment over the phone, for fear of them being heard, written down or maybe even recorded. SCI gives customers peace of mind because they never recite their card details while making a payment over the phone.

## Keeping card data outside your contact centre

SCI helps reduce PCI DSS scope because the credit card details never actually enter the contact centre environment. All transactions are processed securely in our PCI DSS level 1 compliant environment.

## Uninterrupted service

SCI improves customer service by giving a seamless experience. Customers stay with the same agent throughout the payment process, assuring them of the agent's support throughout the call.

## Secure technology

SCI allows customers to enter their card details using their phone keypad instead of dictating them aloud. The keypad DTMF tones are masked so they can't be heard on a call recording and the sensitive card numbers appear as 'X' on the agent's screen, eliminating access to the full details.

## Tokenisation for faster payments

SCI can cut down call times significantly by storing converting card details into 'tokens' in Linkly's secure cloud environment, meaning customers don't have to enter them again when making future payments.

## Simple and quick implementation

SCI basic package is available on our cloud-based platform without any software or hardware installation required. Contact centres can get up and running in under a week's time.

## Find out more

Find out more about using SCI for your business. Contact us today at (email or phone) to set up a free assessment session with our team, or watch the video below:  
<https://www.youtube.com/watch?v=pUj41gxuxyw>

## Expert support is on hand through our Client Help Desk

Of course, we are always here to help. From sign-up through to resolving technical issues, you can rely on our expertise every step of the way.



## Want To Know More?

We'd be happy to help with more information or advice about your solution implementation. Simply email: [sales@Linkly.com.au](mailto:sales@Linkly.com.au)