

CallGuard

The ultimate security for agent assisted telephone payments



Video Overview

Check out an overview for CallGuard by visiting youtube.com/watch?v=zH5tsfA3Iok

What is CallGuard?

CallGuard is the most secure and flexible way to take PCI DSS compliant payments over the telephone with contact center agents. It prevents sensitive data from entering your contact center environment so agents can't see, hear, store or record it, all while remaining in constant contact with the customer.

Designed to fit around your business, it can be deployed and managed in a number of ways (cloud, on-premise or hybrid) and complements your virtual contact center plans. Depending on your compliance goals, the solution can remove all or parts of your contact center from the scope of PCI DSS audit.

Its unique, agent-friendly interface helps reduce payment call time, and gives customers a quick and effortless experience.

Why use CallGuard?

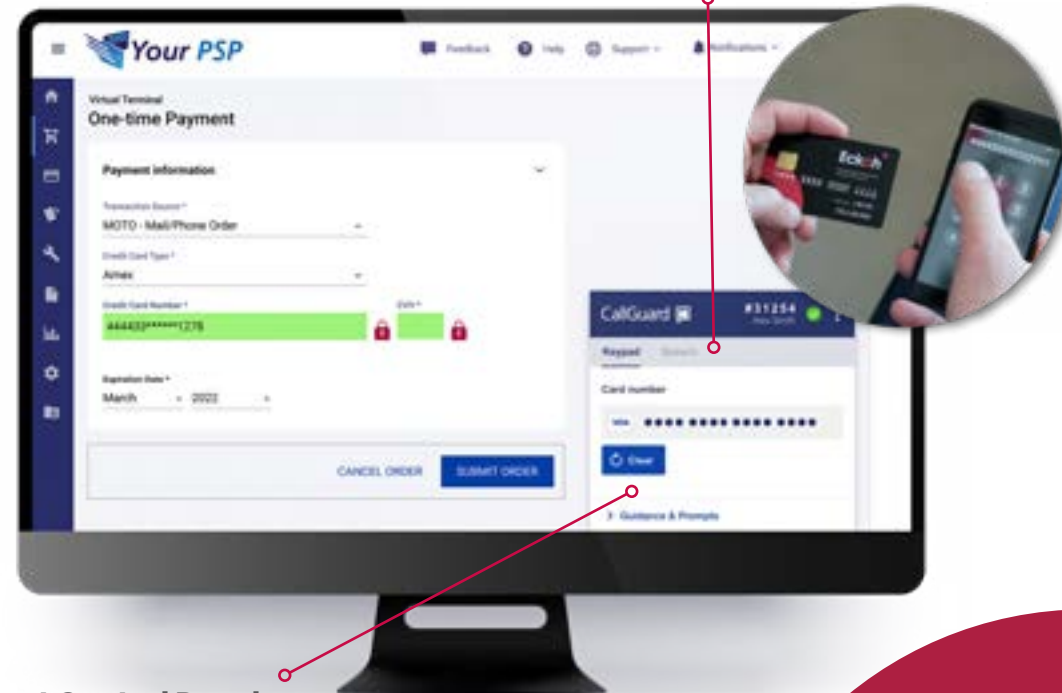
- Patented technology that caters to every need, no matter how complex.
- Full or partial de-scoping of your environment from PCI DSS audit.
- Simplifies the burden of PCI DSS compliance to level SAQ-A.
- Easy to scale up or down, or provide an on-demand service.
- No complex integration or changes to your systems or processes - simply layers over the top.
- Can take payments using debit/credit cards or alternative payment methods such as Apple Pay, Google Pay or Pay Pal.
- Transparent pricing includes 24x7x365 service maintenance, full account management and updates related to PCI DSS regulation revisions for the lifetime of your contract.

Reporting Dashboard

Provides deep insight into payment call performance in near-real-time.

Keypad or Speech Entry

Customers can enter their card details securely using their phone keypad, or use speech capture and the sensitive data is shielded from agents and systems.



Agent Control Panel

The CallGuard agent control panel appears as a pop-up app when your payment page is activated. This guides the agent quickly through the process, helping them with the customer payment at every step.

How CallGuard works

- 1.** The agent accesses the same payment page they do today and the CallGuard control panel pops up.
- 2.** The caller enters their card details using their phone's keypad or Eckoh's secure speech capture.
- 3.** The agent can follow the progress of the payment progress - sensitive data appears as asterisks in the payment fields.
- 4.** DTMF keypad tones and spoken card data is kept out of call recordings. Fields can be easily reset at any time during the process.
- 5.** Payment information is securely passed to the payment service provider and the agent can continue their workflow.



Join the list of companies who trust CallGuard

"One of our core values is to deliver the safest and most dependable service, and that goes for our customer payments too. That's why we wanted a secure payment solution that would really work, was easy to implement and is simple to run. We found it with Eckoh CallGuard."

Brian Yost, Manager Enterprise Network Services, AmeriGas



Find out more: Call: 866.258.9297 Fill: [Contact Form](#) Visit: www.eckoh.com/us Follow us:



Technical Information

Compatibility and Operations

- Highly customizable to meet any business operational needs.
- No disruption to existing systems and minimal integration required.
- Works with 100% of PSPs, IVRs, telephony providers and recording systems.
- Uses secure keypad entry or speech capture for a better customer experience.
- Intuitive interface makes it easy and efficient for agents to use and guide customers through the payment steps.
- Minimal change to your business operations, and very little agent training required.
- Full implementation and managed service provided, freeing up your resources.

Technology

- Unique patented solution in US, Canada, UK and Europe enables you to maintain all existing IT infrastructure, including payment forms and linked systems, without changes to IT.
- CallGuard is the only payment solution on the market that is future-proofed to fully de-scope your environment for the long-term. You will not need multiple configuration changes when you need to make changes to linked systems and processes.

Compliance and Security

- De-scopes call recordings, screen recordings, agents, desktops, IT systems, Data LAN, physical environment, PBX/ACD/CTI, and telephony network (digital or voice LAN) from PCI DSS audit (scope depends on your goals and deployment option).
- Service includes full scoping of your PCI DSS requirements to uncover the gaps in compliance and suggest the most effective solution.
- The simpler PCI DSS SAQ-A option is unlocked when CallGuard is used to fully de-scope your contact center.
- Risk of fraud or the impact of a data breach are significantly reduced, and in some cases, completely eliminated.

Reporting Dashboard

- All payment related call metrics can be analyzed from one dashboard.
- See the values of payment calls started and those that complete.
- Filter data and drill down by month, day, hour and minute.
- Observe customer behavior through the payment journey.
- Predict payment call activity for more effective staff scheduling.

