

Five9 Secure Payment Capture

Comply with payment regulations and capture payments over the phone

What is Secure Payment Capture?

Today's contact centers must continue to evolve with the growing set of security standards when it comes to accepting, processing, storing, or transmitting credit card information to comply with Payment Card Industry Data Security Standard (PCI DSS). PCI DSS applies to all organizations that accept, transmit, or store cardholder data and neglecting these industry rules can lead to hefty fines and negative press for your business. With Five9 Secure Payment Capture, contact centers can collect payments and securely send the payment information directly to the payment processor.

Five9 Secure Payment Capture supports both IVR self-service and agent-assisted call flows. These solutions are developed to make handling payments over the phone easier and can be configured working alongside the Professional Services team to tailor fit your contact center solution requirements.

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Self-Service IVR Capture

Five9 offers self-service IVR to collect payment card data using either dual-tone multi-frequency (DTMF) tones or speech to text features as a self-service payment portal. Customers follow the IVR prompts to input their PCI information securely. This completely eliminates agent exposure to the credit card information.

Agent-Assisted Call Flow

If customers are speaking with a live agent and need to make a payment, agent assisted call flow allows agents to trigger the IVR to handle the payment card portion while the agent is placed on hold. Agents are unable to hear the conversation while customers provide card information to the IVR. Also, the recording for this call segment is muted so the PCI data is not captured in the call recording.

Collect Customer Payments with Confidence

Five9 knows that contact centers are unique to each company so we offer a variety of ways to process customer payments that allow you to find the right match for your specific needs.

Depending on how your contact center is configured, customers who call into your business have the option to speak to a live agent or use an IVR to make a self-service payment. Agents initiate the secure payment process from a standalone web form, a button within an integrated adapter, or via custom JavaScript integration within the payment application. Once the IVR collects the credit card information, the payment request is passed directly to the third-party payment provider. Many options exist to custom tailor the application to best suit the desired flow.



Features

- One-click conference or transfer to payment IVR
- Inbound campaign with associated IVR script on a single domain
- Support for multiple payment types: credit and debit card
- Support for U.S. Dollar (\$), U.K. Pound Sterling (£), or European Union Euro (€)
- Four web service integrations

Benefits

- Eliminate agent interaction during payment data collection – no audio or screen recording possible
- Peace of mind for customers to pay securely
- Remove the "paper trail" issue with agents
- Reduce costs and burden of staying PCI compliant
- No additional hardware needed

Optional Feature Additions

- Custom Five9 Agent Desktop Toolkit Plus Adapter to accept input fields prior to initiating payment process
- Additional languages
- Additional currencies
- ACH, gift card, and store card payments
- Self-service
- Split payments
- Multiple payments on same phone call
- Speech to text recognition

Developed to make
handling payments
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Secure Payment Capture Solutions

Web Form

Web Form is supported by Five9 Agent Desktop Plus and Five9 CRM adapters including Salesforce, ServiceNow, Microsoft, Oracle, and Zendesk and provides a screen-pop web form user interface (UI) used by the agent to initiate the secure payment capture process. Agents enter the customer information directly into the input fields on the form which can be tailored to fit for your contact center needs. The input fields are then passed to the payment IVR script when the payment process is initiated by the agent.

JavaScript Library

JavaScript Library can be embedded into a customer application, such as CRM, to control the secure payment process. This allows the agent to initiate the secure payment process directly from within the CRM or other customer application. The JavaScript Library provides interfaces to pass input parameters to the payment IVR script and initiate the secure payment process.

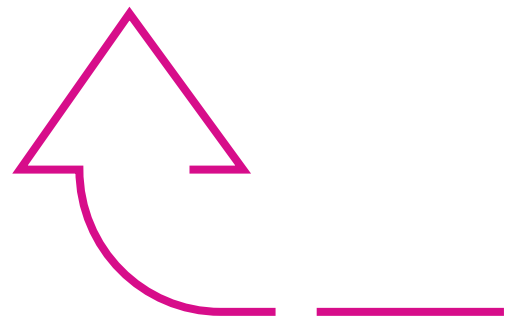
Five9 Adapter Customization

Five9 Adapter Customization provides an embedded button on the Five9 Agent Desktop Toolkit Plus Adapter for the agent to initiate the secure payment process. This option is supported on Five9 Agent Desktop Toolkit Plus Adapters for Salesforce, Microsoft Dynamics, Zendesk, NetSuite, and ServiceNow.

Learn More

To avoid costly litigation, companies need to better understand these industry rules and make use of industry best practices, especially when handling payments over the phone. Five9 gives you the tools to stay compliant so you can focus on driving business results.

To schedule a live demo or find out more information, visit www.five9.com or call **1-800-553-8159**.



About Five9

Five9 is a leading provider of intelligent cloud contact center solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than five billion call minutes annually. Five9 helps contact centers increase productivity, boost revenue, and create customer loyalty and trust.

For more information visit www.five9.com or call **1-800-553-8159**.



4000 Executive Parkway, Suite 400
San Ramon, CA 94583
925.201.2000

www.five9.com

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