



8x8 Secure Pay Click to Pay

Digital payments, done right.

8x8 Secure Pay Click to Pay allows contact centers to collect secure payments digitally by sending customers a payment link via SMS or email. Whether it's a live conversation or a follow-up interaction, customers can complete their transactions with confidence and ease. The agent initiates the process, but never sees or handles sensitive data.

With support for major card brands and digital wallets like Apple Pay and Google Pay, Click to Pay meets customers where they are. The solution keeps contact centers out of PCI scope while delivering a seamless experience. Agents can track customer progress in real time and provide assistance, without touching any cardholder information.

Secure and seamless payment collection.

Click to Pay helps organizations offer flexible and secure payments without adding infrastructure or complexity. The payment link is generated on demand and personalized for each customer, giving them a familiar checkout experience on their own device.

Agents remain in control of the interaction and can provide real-time guidance as the customer completes payment. Because card data never enters the contact center environment, businesses stay out of PCI DSS scope, reduce fraud risk, and streamline audits.

Key benefits

- Increase collection rates through digital convenience.
- Reduce PCI DSS compliance costs and audit scope.
- Prevent fraud with tokenized, encrypted transactions.
- Boost customer satisfaction with self-service flexibility.
- Enable agent support without exposing sensitive data.

Capabilities that make every transaction count.

8x8 Secure Pay Click to Pay delivers a cloud-native, omnichannel payment experience designed to boost revenue, protect customer trust, and streamline compliance. With no infrastructure burden and easy integration into agent workflows, it enables fast and secure payments via any digital channel.

From insurance renewals to retail orders, Secure Pay accelerates revenue collection while keeping your agents, customers, and brand protected. Built for modern customer expectations, the solution supports remote agents, reduces abandonment, and strengthens CX.

Ready to simplify secure payments?

With 8x8 Secure Pay Click to Pay, you can capture revenue faster, lower compliance costs, and offer a frictionless customer experience across channels. Start turning payments into a competitive advantage—all while keeping your business secure and trusted.

Key capabilities

- Send secure payment links via SMS or email
- Accept payments via card or digital wallet (Apple Pay, Google Pay)
- Monitor customer progress in real time
- Mask all sensitive data from agent view
- Tokenize and encrypt every transaction
- Enable guided payments during live interactions
- Integrate with CRM, billing, or booking tools
- Scale securely across global contact centers

