



8x8 Secure Pay

Secure cloud-based payments across every channel.

Contact centers that take payments over the phone or digitally face operational and technical challenges to ensure compliance when handling sensitive cardholder data. 8x8's Secure Pay technology allows contact centers to take card payments securely, using DTMF (telephone keypad) capture, digital invitations or speech recognition technology while the agent and customer remain in conversation..

Compliance with a Focus on CX.

8x8 Secure Pay ensures that your customers' data is removed from the scope of PCI DSS, while providing a customer-focused payment process. By allowing customers to choose their channel of choice for payment, agents can minimize friction for the customer and deliver the best CX possible.

Securely collect payment anywhere.

Because Secure Pay is cloud-based, it can be used anywhere, so businesses are descope from sensitive data whether agents are processing payments in the office or remotely. Without access to sensitive data, there is no need for clean room environments or pause-and-resume technology.

Key benefits

- Descope the card data environment from PCI DSS: Reduce the cost of PCI auditing with technology that prevents cardholder data from entering the contact center entirely.
- Customer peace of mind: Reduce customer anxiety or apprehension by never allowing their personal credit card information to enter the contact center environment.
- Multiple options: Provide customers with a powerful integration that works with multiple payment providers.
- Reduce average handle times: Streamline the payment process for your agents with multiple secure & efficient payment methods.
- Increase collection rates & revenue: Utilize a more efficient, secure payment process to ensure collection success and increase revenue 24/7.
- Consistency across channels: Provide a consistent payment process across channels, including digital channels like SMS and email.

Connect with an agent for immediate payment.

When it's time to pay, we don't break the conversation; the agent simply requests that the customer enter their payment details using the keypad on their phone. We keep the transaction secure; the agent neither sees nor hears any of the payment details. They can track the progress of each step and guide the customer through to completion, and if an issue occurs, agents can simply navigate the customer through an alternative payment option.

Speak your payments securely.

8x8 Secure Pay leverages next-generation speech recognition technology that utilizes AI-powered natural language recognition and enables the customer to process a payment through speech recognition technology. Customers can speak their payment card information on a voice call, which the agent can then use to process a payment securely. When payment information is spoken by the customer, asterisks are displayed in place of digits on the agent's screen, showing the capture in real-time. Card data does not reach the contact center, ever.

Make payments on your own time.

We understand that making payments during normal business hours doesn't always work. 8x8 Secure Pay offers an IVR-based self-service capability. The customer is able to select this self-service option 24x7 and is guided through a simple set of voice prompts that enable them to enter their payment details. By utilizing their telephone keypad, DTMF tones are used to capture payment details, which are securely collected within a fully PCI DSS-compliant process.

Click to pay the way you want.

8x8 Secure Pay provides customers with a clickable link to pay, whether interacting over chat, SMS, email, or the phone. At the time of payment, an agent simply generates and sends a digital link to the customer. By clicking on this link, customers are guided through an intuitive payment process with options to pay by card or digital wallet. While sensitive payment details are kept hidden from the agent, they are able to see each step performed by the customer and can guide them through to successful completion.

