



8x8 Secure Pay Speak to Pay

Secure payments using voice.

8x8 Secure Pay Speak to Pay empowers customers to complete payments securely by speaking their card details. Using AI-powered natural language recognition, the solution translates speech into payment data in real time—without exposing agents or infrastructure to sensitive information.

This voice-driven experience improves accessibility and supports customers who prefer speaking over typing. It eliminates the need for keypad entry or manual workarounds and delivers a seamless, hands-free payment flow that is secure, efficient, and PCI DSS compliant.

AI-powered simplicity, global support.

With support for over 140 languages and regional accents, Speak to Pay enables global scalability and inclusive service. Whether during live-agent interactions or automated IVR flows, customers can speak naturally and complete transactions securely from anywhere.

Because the payment data is captured and processed through secure, AI-enabled back-end systems, contact centers stay out of PCI scope and can focus on delivering exceptional CX. Real-time fraud detection, tokenization, and end-to-end encryption keep every transaction safe.

Key benefits

- Enable hands-free, voice-activated payments.
- Improve accessibility and inclusivity.
- Eliminate agent exposure to card data.
- Support 140+ languages and accents.
- Ensure PCI DSS compliance with less effort.

Voice payments that speak volumes.

8x8 Secure Pay Speak to Pay enhances customer convenience while removing security risk. Whether used in an IVR, virtual-agent, or live-agent scenario, customers simply speak their card details to initiate fast, secure, and trusted transactions—from anywhere, at any time.

Ideal for customers with accessibility needs or voice-first preferences, Speak to Pay combines the power of AI with the security of PCI-compliant processing. It streamlines compliance, boosts customer satisfaction, and reduces operational friction.

Key capabilities

- Capture payments via spoken card input
- AI converts speech to secure payment data
- Masked from agents and systems at every step
- Tokenization and encryption ensure data safety Integrates with IVR, virtual agent, and live agent flows
- Supports 140+ languages and regional accents Helps meet accessibility and DEI standards
- No agent training or custom dev required

Let your customers speak securely.

8x8 Secure Pay Speak to Pay makes it easy for customers to complete payments securely using their voice—with no friction, no exposure, and no compliance hassle. Say goodbye to payment anxiety and hello to trust.