



8x8 Secure Pay Key to Pay

Secure, simple keypad payments.

8x8 Secure Pay Key to Pay enables customers to enter payment details securely using their telephone keypad (DTMF tones) during live or self-service interactions. With no need for manual pauses or agent workarounds, payments are captured in real time without exposing sensitive data.

This proven method helps customers complete payments efficiently, anytime—whether assisted by an agent or independently through IVR. All sensitive data is masked from the agent and never enters the contact center environment, helping reduce PCI DSS scope while protecting customer trust.

Compliance without complexity.

With Key to Pay, agents remain engaged in the conversation but are never exposed to payment information. The customer completes the transaction securely on their own keypad, allowing for trusted and compliant interactions without delay.

The system works 24/7 and supports agent-assisted or fully automated payment flows. By streamlining the payment experience and eliminating manual handling, Key to Pay improves efficiency, security, and customer satisfaction in one seamless step.

Key benefits

- Secure payment capture via telephone keypad.
- Reduce PCI DSS compliance scope and audit effort.
- Agents stay in control without handling sensitive payment data.
- Enable 24/7 payment collection via IVR.
- Increase first-call resolution and reduce average handle time.

Flexible, trusted voice payment workflows.

8x8 Secure Pay Key to Pay transforms voice-based payments by removing the friction of traditional payment handling. Customers follow intuitive prompts to enter card details, while agents retain visibility into status and remain on the line for support—without ever accessing sensitive data.

Designed to meet the needs of modern, distributed contact centers, Key to Pay delivers fast, compliant, and reliable payment capture with minimal training or infrastructure change. From healthcare and retail to finance and the public sector, it scales effortlessly to support any industry.

Take the pain out of payment compliance.

8x8 Secure Pay Key to Pay empowers your customers to pay securely, your agents to stay focused, and your business to reduce risk.

Key capabilities

- Guide customers via DTMF keypad entry
- Compatible with live-agent and IVR workflows
- Mask card data from agent view completely
- Tokenize and encrypt all sensitive information. Support 24/7 payments with zero agent involvement
- Integrate with CRM, billing, or scheduling tools
- Reduce manual steps and audit prep
- Deploy across global teams with minimal IT lift

The screenshot shows the 8x8 Key to Pay payment interface. At the top, the 8x8 logo is displayed. Below it, there are two buttons: "KEY TO PAY" (highlighted in green) and "SPEAK TO PAY". A green bar with a keypad icon and the text "Key to Pay" is visible. The main section is titled "Customer Progress" with a lock icon. It contains three input fields: "Card Number" (with a green checkmark, masked with asterisks, and a "VISA" logo), "Expiry Date" (with a green checkmark and masked with asterisks), and "Security Code" (with a red circle and a white checkmark). Each field has a "RESET" button to its right. The "Security Code" field's "RESET" button is highlighted in blue.