

Eckoh[•] Secure IVR payments

Eckoh is the secure engagement platform that allows contact centres to process secure payments and protect sensitive data. All while helping them improve **operational efficiency, customer experience, security** and **compliance**.

Challenges

Clunky and complex payment processes impact both **operational efficiency** and **customer experience**. They disrupt the customer's channel of choice and payment of preference, increasing drop offs and reducing conversion.

The burden of **data security and compliance**, most notably PCI DSS, is ever-increasing. This is especially relevant as contact centres adopt more modern technology that revolves around customer data, such as conversational AI.

80% of consumers abandon brands after **negative experiences**.

45% of organisations struggle to maintain **regulatory compliance** in their contact centers.

Solution

Eckoh IVR enables customers to complete secure, automated payments over the phone, ensuring sensitive card data never enters the contact center environment.

We can provide either a complete IVR solution or integrate secure payments into an existing IVR solution.

Help your business improve...

★ Customer experience

Eckoh's IVR allows customers to **self serve** in their channel of choice using their payment of preference. The payment process is completely automated, so customers don't have to talk to an agent. That **reduces wait times** to 0; provides **24/7 availability** with minimal effort; and improves **resolution time and rate**.

⚙️ Operational efficiency

Automating the payment process helps free up your agents to focus on more complex engagements, **saving time and resources**. It also supports **scalable** payments, able to **handle high volumes at peak times** without needing temporary staff or overtime. Our IVR processes payments seamlessly, helping to **reduce error rate, improve average handling time**, and **improve conversion**.

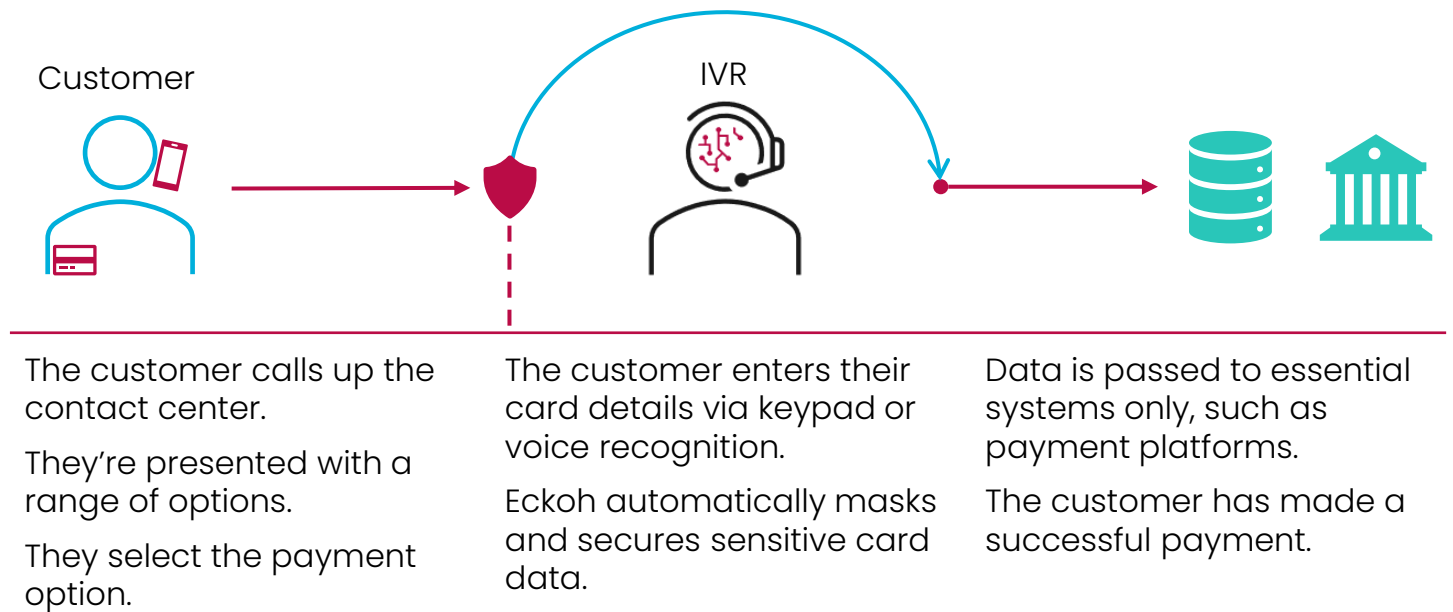
Easy and rapid deployment ensures quick time to value.

🛡️ Security and compliance

Automatic data masking helps **reduce the risk of fraud** while massively reducing the burden, costs and resources required for compliance with regulations like **PCI DSS**.

How does it work?

Eckoh IVR is designed to automate the payment process for contact centres. It allows customers to self-serve without needing to speak to a live agent.



No sensitive data enters the contact centre environment. This provides a huge relief from the burden of compliance by massively reducing the scope from over 300 controls to less than 20.

Why Eckoh?

We've been pioneering transformational tech for the contact centre for decades. Over 200 enterprises across the world trust us with billions of pounds in transactions every year.

Eckoh specialises in quick and efficient deployment to complex environments. The solution is tailored to your unique business processes, supporting both modern platform integrations and legacy internal systems.

The Eckoh platform provides additional value beyond secure payments over the phone, with observability solutions such as the 'virtual floor', that provides unique visibility into calls in progress across both human and AI agents.



The Eckoh platform was built from the ground up to meet the highest levels of security and compliance, in accordance with the highest industry standards.



Find out more at <https://www.eckoh.com/>