

Eckoh secure digital 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 create unnecessary work for agents, leading to increased average handling time and error rate.
- 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.

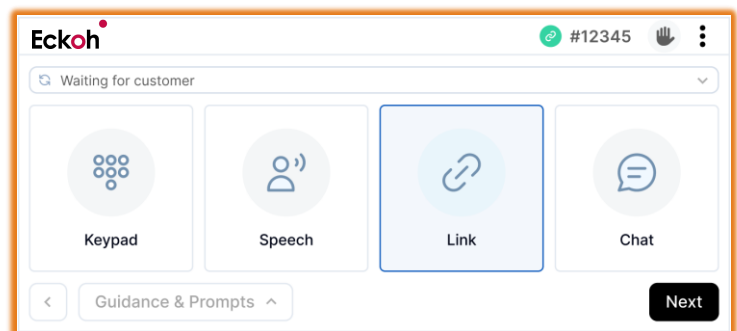
80% of consumers abandon brands after **negative experiences**.

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

Solution

Eckoh provides a single platform for seamless payments in the contact centre, for both human and AI agents.

The agent can send a secure payment link to the customer, while remaining in constant contact and monitoring the payment journey.



Help your business improve...



Customer experience

Customers can use their channel of choice and payment of preference. This **reduces drop offs** associated with moving away from the channel or a lack of payment options.



Operational efficiency

Easy to deploy, use and scale. Agents can process payments seamlessly, **reduce error rate, improve average handling time** and **improve conversion**.



Security and compliance

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

How does it work?

When the customer wants to pay, the agent opens the control panel.

Real-time feedback shows agents the customer's progress, field completion and input errors, allowing them to provide support where needed.

Customer

Agent

Human or AI

The customer clicks the link and chooses their payment method.

Eckoh automatically masks and secures sensitive data.

Agents maintain contact with the customer but never see or store sensitive data.

Sensitive data is passed to essential systems, such as payment platforms.

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 contact centre technology 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, with observability solutions such as the 'virtual floor', that provides unique visibility into contact centre operations 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/>