

Eckoh secure phone 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.

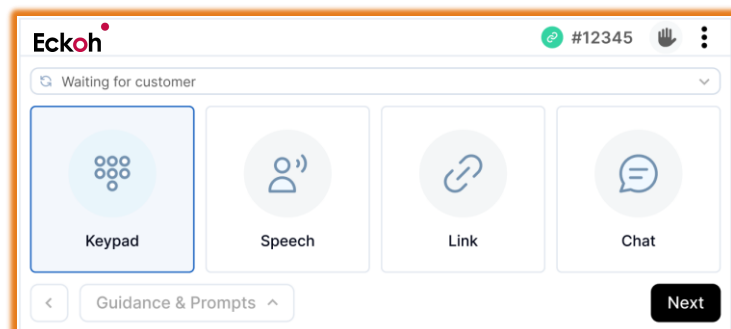
80% of consumers abandon brands after **negative experiences**.

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, with a focus on phone payments.

It can be used by both human and AI agents.



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

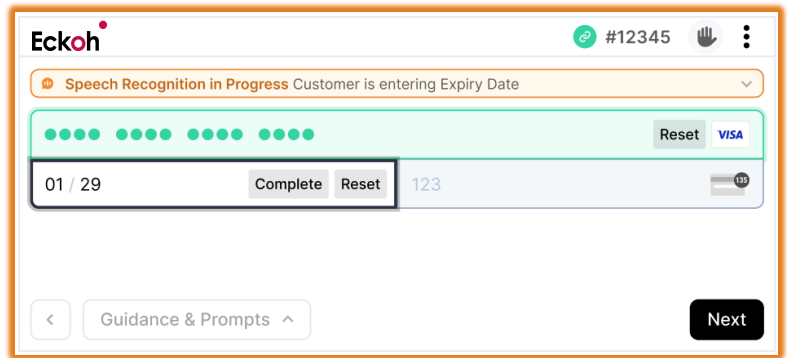
Automatic data masking helps **reduce the risk of fraud** while massively reducing the burden, costs and resources required for compliance with regulations like **PCI DSS**.

How does it work?

Agents access Eckoh through an easy-to-use control panel that exists within their established workflow.

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

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



Customer



Agent



Human, IVR or AI



The customer enters their card details via keypad or voice recognition.

Eckoh automatically masks and secures sensitive data.

Agents maintain contact with the customer but never see, hear, 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 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/>