Payline for Amazon Connect
Agent-assisted PCI compliant contact center payments

Why Payline for Amazon Connect?

• We are your Payment Card Industry Data Security Standard (PCI-DSS) Accelerator to compliant phone payments.
• Works with any payment provider, which helps you avoid vendor lock-in and not disrupt your reconciliation processes.
• Process payments in real-time with direct integration with your customer relationship manager (CRM).
• Pay-as-you-go pricing. No setup, support or any other fees. Free trial. Instant service activation.
• Give yourself peace of mind when your agents are working from home. The sensitive information is never heard or seen by the agents.

Product Overview

Contact centers are increasingly becoming the focus for Payment Card Industry (PCI) compliance. Traditional solutions to this problem are either costly and take months to implement or lead to poor customer experience.

Payline for Amazon Connect is a cloud service that can be set up in minutes and instantly reduce your PCI-DSS exposure to the self-assessment questionnaire (SAQ-A level). Allow your business to effectively manage the risk of accepting credit cards over the phone. This not only reduces the chance of fraud to the levels of e-commerce and but optimizes your customer journey.

Product features

Reduce PCI-DSS compliance exposure
• Your contact center becomes eligible for SAQ-A.
• Capture card details to process payment or tokenize the card for future billing.
• Payment vendor-independent.
• Reduce the risk of accepting card payments over the phone.

Improve customer experience
• Minimize time customer spends on the phone, being transferred between parties.
• Allow the operator to assist with the payment by guiding customers through the entire process.
• Eliminate the risk of customer’s card data being overheard by bystanders when reading it out loud or written down by a call center agent.
• No need to pause call recording or scrub the recordings after the call.

Solution as a service
• Pay-as-you-go pricing.
• Easily integrates with your business systems and processes, works with your current payments provider.
• Fast and easy deployment. Self-service management.
How it works

Payline natively integrates with your Amazon Connect instance and captures sensitive information like credit card data that customer enters via the keypad. This information is transmitted securely to the SequenceShift environment, and then sent on directly to your preferred payment provider. The contact center agents maintain voice communication with the customer throughout the call and have complete control over the payment process via the web console.

Differentiators

- Native integration with Amazon Connect without a need and additional costs of voice trunks.
- Instant setup and activation. Start accepting card data securely in a matter of hours.
- Proven solution used by hundreds of customers globally.
- Reduce your PCI exposure down to SAQ-A.
- Pay-as-you-go with no additional costs or fees.
- Accelerate your path to PCI-DSS compliance. Start focusing on your core business activities and outsource the job of capturing the card data.
- A cloud solution that allows your agents to work anytime and anywhere.

Contact Center Rep’s Web Interface
The Globe and Mail Improves PCI Compliance with Sequence Shift

Challenge
The company needed a payment card industry (PCI) compliant product to allow customers to safely enter credit card payments during agent-assisted customer services on the phone.

Solution
Sequence Shift Payline for Amazon Connect allowed clients to enter payment details without customer agents seeing sensitive credit card data. The Globe and Mail was able to procure a service level agreement (SLA) based on customized pricing options.

Benefits
- Improved PCI compliance
- Reduced risk across the organization

With easy integration via AWS Connect, Sequence Shift (previously Payshield) has enabled us to increase the security of our card payment processing while cutting risk across the organization. It has been a win-win at every level.

Susan Kelly, Managing Director, IT Infrastructure & Business Applications

What our customers are saying

SequenceShift (previously Payshield) was chosen based on their availability of a demo environment, implementation time, and their familiarization with AWS products and services. SequenceShift has allowed us to securely take payments over the phone in a way that’s efficient for both our team and our customers.

- Peter James, IT Operations Director, amaysim

Additional Resources

- SequenceShift Website
- All SequenceShift Solutions on AWS Marketplace
- Payment Solutions for Amazon Connect

Solution available in AWS Marketplace