Secure Payments IVR for Amazon Connect

Self-service PCI-DSS compliant phone payments

Why Secure Payments IVR 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 CRM.
• Pay-as-you-go pricing. No setup, support or any other fees. Free trial. Instant service activation.
• The only AWS Partner listed as the payment solution provider for Amazon Connect.
• Remain in complete control of the contact flow with sensitive data being sent directly into SequenceShift Environment.
• Outsource the job of capturing credit card data.
• Accept payments 24/7.

Product Overview

Contact centers are increasingly becoming the focus for PCI compliance. Traditional solutions to this problem are either costly and take months to implement or lead to poor customer experience. Secure Payments IVR for Amazon Connect is a cloud service that is set up in minutes and instantly reduces 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 ecommerce but also 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

• Accept payments from customers when it is convenient for them.
• Integrate your contact flow with other Amazon Web Services (AWS) services whether AWS Lambda for data lookups, AWS Lex for speech, or SequenceShift for card data capture.
• Receive full transaction response in your contact flow and make decisions based on that data.

Solution as a service

• 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 is then sent on directly to your preferred payment provider. You remain in complete control of the contact flow and can use all the integrations with other AWS services as you need. Use the best of both worlds—the ultimate flexibility and power of Amazon Connect and PCI-DSS grade security from SequenceShift.

Differentiators

• Proven solution used by tens of customers globally.
• 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.
• 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.

Additional Resources

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

Solution available in AWS Marketplace