Payline for Amazon Connect removes your contact centre environment from PCI-DSS scope and allows you to provide the best customer experience when taking payments over the phone.

**Business Challenge**
Accepting credit card and other sensitive information over the phone is becoming more and more challenging. The increased focus by Payment Card Industry on how card information is being handled in contact centres makes it more expensive to implement and maintain controls around sensitive data. New industry guidance on phone payments, released by PCI Security Standards Council in November 2018 now dictate how personal information must be collected and processed. Trying to comply with all of the regulations often leads to poor customer experience.

**Solution**
Reduce your PCI DSS compliance exposure with Payline for Amazon Connect from Payshield. Allow your business to effectively manage the risk of accepting credit cards over the phone, reducing the fraud to the levels of e-commerce and at the same time optimise your customer journey.
Key Benefits

**Reduce Your PCI-DSS Compliance Exposure**
Remove your contact center environment from PCI DSS scope. Capture card details to process payment or tokenize the card for future billing. Reduce the risk of accepting card payments over the phone. Payment vendor-independent.

**Improve Customer Experience**
Minimize time customer spends on the phone, being transferred between parties. Allow operator to assist with the payment by guiding them through the entire process. Eliminate the risk of customer’s credit card data being overheard by bystanders when reading it out loud or written down by call centre agent. No need to pause call recording to accept payment.

**Solution as a Service**
Complete solution as-a-service that gives you all the power and flexibility of the cloud. Easily integrates with your business systems and processes, works with your current payments provider. Fast and easy deployment and pay-as-you-go pricing.

**Solution Overview**
Payline 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 Payshield environment, from where it is sent directly to your preferred payment provider. The contact centre agents maintain voice communication with the customer throughout the call and have full control over the payment process via the web console.