

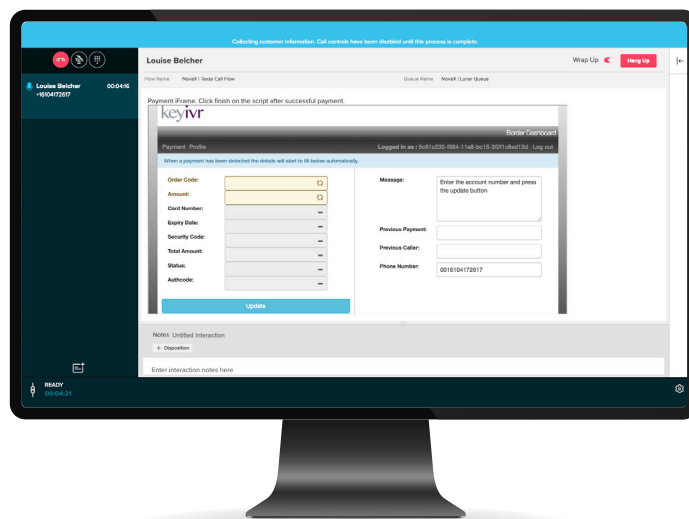


Fast, Secure, and Fully Integrated

Automate Your Payment Collection System with Serenova and Key IVR

Comply with the Payment Card Industry Data Security Standards

Protect your contact center and your customers with a secured payment solution. Together, Serenova and Key IVR's PCI-DSS Level 1 compliant cloud platform delivers a seamless customer experience and ensures your agents are never exposed to sensitive payment and card holder data.



Secure Agent-Assisted Payments

Agents can take credit card payments securely over the phone without seeing or hearing sensitive card details.



Seamless Customer Experiences

Customer stays connected to the agent for a more secured and efficient experience.



Integrated & Easy-to-Use

Works within Serenova's CxEngage platform with no on-site installation needed. Agents don't need to leave the application or launch another browser window.



The integration with Key IVR helps CxEngage users address PCI-DSS requirements, providing a more secure, efficient customer experience. Your agents never see, hear or are able to store sensitive card data. In addition, screen or call recordings are also secure. Dual Tone Multi Frequency (DTMF) tones are suppressed and the real-time dashboard only shows partial numbers as the customer enters his/her information. Agents stay on the phone with the customer, pivoting seamlessly from payment processing to interaction, all on CxEngage, improving both the agent and customer experience.



Real-time reporting is done within a dedicated Dashboard. Administrators can view call logs, payment results, refunds, and more.

Client Dashboard

Navigation

- Payments & Refunds
 - New Payment
 - View Payments
 - View Refunds
- Recurring Plans
 - New Payment Plan
 - View Payment Plans
- Calls
 - Call Logs
 - Abandonments
- Configuration
 - My Profile
 - Users
 - Settings
- Customers
 - New Customer
 - View Customers
- myReports
 - View Report

Dashboard > Call Logs

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Call Logs

We record information on every call that is passed through your ivr, from here you can search on these calls.

Please note: due to the potential size of call log reports the search facility has been restricted to only show 1 day at once.

Company Selection

Please select the company below to perform the search on.

Company: Search type: All Call Logs

Search

Date:

Reference #

Customer DDI

IVR DDI

Call ID:

Outcome: ☐ All ☐ Success ☐ Failed ☐ No Payment

Total rows found: 4

Results

CLI	Time	Ref	Duration	Amount	Stage	Outcome	Action
+442000405100	16:03	000159	£0.00	Waiting for PIN number	NO PAYMENT	View	
+447802526572	15:11	001359	£100.00	Getting debit/credit card expiry date	SUCCESS	View	
+447802526572	14:53	000636	£100.00	Getting debit/credit card expiry date	SUCCESS	View	
+441300513000	14:16	001407	£250.00	Getting debit/credit card expiry date	SUCCESS	View	

Please enter your search criteria above and click "Search".

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E: support@keyivr.co.uk

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Dashboard > Payments

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Results

Reference	Card No	Timestamp	Amount	Status
1580752	457835*****8887	19/03/19 09:51	£300.00	SUCCESS
024842	493181*****1313	19/03/19 09:33	£100.00	SUCCESS
0135019	478617*****6768	18/03/19 16:24	£15.00	SUCCESS
217561	491015*****0301	18/03/19 15:53	£30.00	SUCCESS
272973	467745*****7897	18/03/19 15:49	£20.00	SUCCESS
1391530	428423*****4128	18/03/19 15:42	£20.00	SUCCESS
2791675	539449*****4709	18/03/19 14:47	£50.00	SUCCESS
1700373	373187*****1803	18/03/19 14:04	£600.00	SUCCESS
138773	524948*****9644	18/03/19 13:37	£20.00	SUCCESS
006060	450042*****0862	18/03/19 13:26	£20.00	SUCCESS
3457347	444792*****7130	18/03/19 12:45	£50.00	SUCCESS
3457349	456378*****3510	18/03/19 12:38	£50.00	SUCCESS
3457347	443792*****7633	18/03/19 12:33	£50.00	FAILED
1663766	491540*****5201	18/03/19 12:08	£10.00	SUCCESS

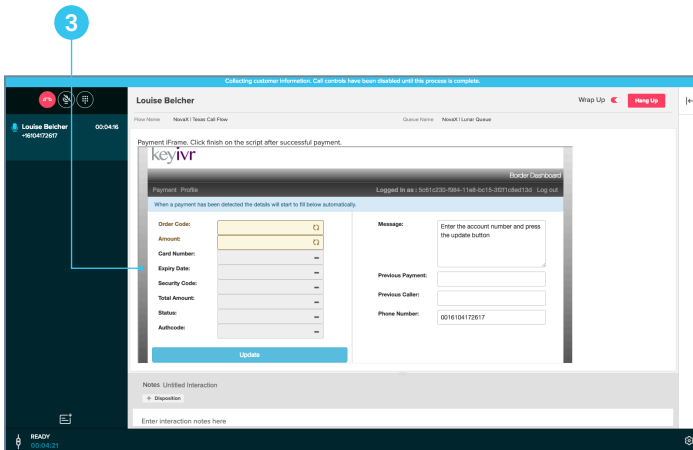
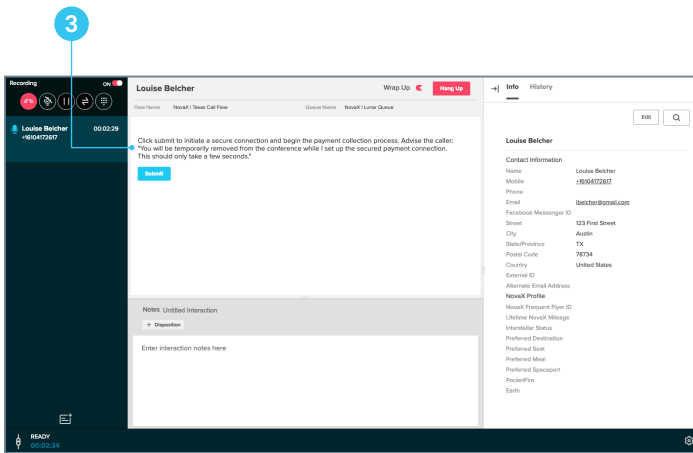
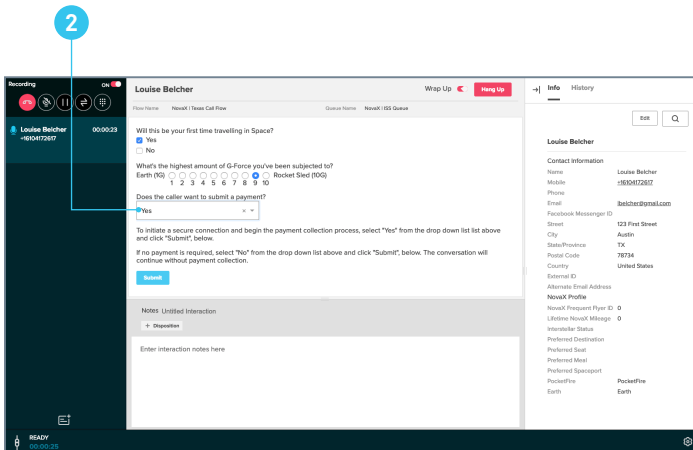
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Serenova and Key IVR offer a user-friendly, secured payment process, resulting in fewer abandoned transactions.



Agent Assisted Payments: How It Works

- 1 Customer calls contact center and is connected to an agent.
- 2 Agent selects “Submit a Payment” option.
- 3 The agent **sees a notification** indicating a secure connection has been established and the Key IVR payment screen opens.
- 4 The agent instructs the customer to enter their credit card data using their telephone keypad.
- 5 As the customer presses the keys on their phone, the agent is able to see partial numbers on their screen in a PCI-DSS certified manner, with sensitive digits hidden.
- 6 Once the credit card and contact details have been collected, the agent clicks “Submit” to process the payment.
- 7 The agent’s call controls are re-enabled. Interaction continues and wraps up as normal.



Call Recordings

CxEngage supports two methods for voice recordings:

1. Telephony Provider Recordings – Recordings are done directly on the telephony platform by the telephony provider. CxEngage commands the telephony platform when to start, stop, pause, or resume recordings as needed.
2. CxEngage Quality Management or 3rd Party Recordings via SIP Invite – CxEngage will SIP invite the recorder to the same conference as the customer and agent.

What is PCI-DSS?

The Payment Card Industry Data Security Standard (PCI-DSS) is a set of security standards designed to ensure that all companies accepting, processing, storing or transmitting credit card information maintain a secure environment.

The PCI-DSS is administered and managed by the Payment Card Industry Security Standards Council ([PCI-SSC](#)), an independent body that was created by the major payment card brands (Visa, MasterCard, American Express, Discover and JCB).

Serenova and Key IVR are PCI-DSS Level 1, version 3.2 compliant, this is the highest level of certification for PCI payments.

Not complying with your requirement commitment could mean you are banned from accepting cards and/or increased fees to process cards. Moreover, fines that can range from \$5,000 to \$100,000 depending on your bank's merchant account agreement may also be levied.





About Serenova

Serenova simplifies every aspect of the customer experience to make life easier for contact center executives, their customers and employees. The world's most passionate, customer-focused brands achieve better interactions, deeper insights, and more meaningful outcomes with Serenova's contact center solutions. Headquartered in Austin, Texas, Serenova has operations in California, Canada, the United Kingdom and Australia.

www.serenova.com



About Key IVR

Key IVR provides secure cloud payment solutions to organizations and contact centers across the globe, protecting hundreds of businesses and their customers. They are a customer-service focused organization, taking care to manage and meet their client's expectations.

Their reliable omni-channel SaaS platform is trusted by some of the world's leading brands, processing over \$3.7bn per annum and reducing the time it takes to collect payments. It is available 24/7 in 14 languages and integrated with all leading Merchants and Payment Gateways worldwide.

www.keyivr.com



Download the Technical Brief for a deeper understanding of Serenova and Key IVR.

To see the power of Serenova for yourself, [Request a Demo.](#)

