Serenova®

Achieving PCI Compliance with Call Recording

TelStrat Record software provides rock-solid call recording easily tailored to support service excellence, policy adherence, and regulatory compliance. With these recordings, your staff can quickly resolve disputes, support legal defense, and mine for fresh business intelligence. Let's explore what this looks like in action when used to achieve PCI compliance.

The Challenge:

Protecting Sensitive Data Gathered During Calls

As the Compliance Officer for a collections agency, Phil's firm employs representatives who collect payments on outstanding debts. To remain a competitive choice for his clients, Phil's team provides convenient and prompt payment options by accepting payments using debit or credit cards.

Drawing on past experience, Phil knows that he can use call recording to achieve and maintain the quality of his teams' interactions with outside parties. He also knows that when processing payment card transactions over the phone, he must take special measures to protect cardholder information.

The Payment Card Industry-Data Security Standard (PCI-DSS) allows some payment card details to be recorded if the recording is encrypted. However, it prohibits the recording of the 3 or 4-digit security code printed on a credit card or the PIN from a debit card.

These details combine to create a conundrum for Phil. If he can't record the calls, he will sacrifice the ability to review his team's interactions and coach them where needed. Yet, he also knows that his organization could face stiff penalties if it fails to adequately protect transaction-related data.

When Phil contacted his communications provider to examine his options, he was pointed to the experts at TelStrat, a Serenova company.

ENCRYPTION

Call encryption is a no-cost option in Telstrat Record, providing an added layer of security in the event a hacker gains access to the recording system. During recording and when stored, call and screen records are protected with AES 1024-, 2048-, or 4096-bit encryption. While calls and screen records are transmitted across networks, they're protected with SSL encryption. These strong security features protect sensitive information from unauthorized access.

The Solution

The TelStrat team explained the options available in Telstrat WFO™ to prevent the recording of sensitive data:

Manual Pause/Resume Recording

Telstrat Record offers on-demand recording, including the ability to pause and resume recording manually when needed during the call. This option gives the person making the call the ability to prevent recording specific information. Phil decided against this option for his team to avoid putting his compliance at risk due to oversight on the part of his agents.

Web Services API

Telstrat Record also provides a powerful Web Services API toolkit. For PCI compliance, this tool is often used to automate pause and resume functions on the recorder. But because Phil's team logs into a bank-hosted website to process these payments, this option was not practical.

Telstrat Desktop Analytics

Phil decided the best method for his situation was using Telstrat Desktop Analytics (DA). DA is a custom application designed to automate the pause and resume functionality for the recorder based on activities observed on the agent's desktop. The DA software can be set to pause the recording when the agent logs into the bank's website to process payments. When the agent finishes the transaction and navigates away from the processing web page, the recording resumes. This option allows Phil all the benefits of call recording while effectively managing PCI compliance.

Phil saw this as the option that provided the surest method to meet the PCI standard because the process is automatic and required no programming by his firm. He simply had to determine the activity that would trigger the recording to be paused and resumed.

Telstrat WFO™ provides multiple methods to achieve PCI compliance including:

- Manual Pause/ Resume Recording
- Web Services API
- Telstrat Desktop Analytics

About Serenova (formerly TelStrat)

Serenova has transformed the customer experience. Over a decade ago, the company realized technology didn't exist that could deliver immediate, consistent, and exceptional service. So, it created a true cloud contact center solution that could. The result is the ability to unify everything from customer engagement to quality management to analytics. This single source of truth provides global brands insights about customer information and experiences as they pivot between channels such as SMS, voice, or Facebook messenger.

Whether it's technology, healthcare, or retail, brands from all industries come to Serenova for its global coverage and deep integrations into the business systems used every day. Why is this important? It creates the opportunity to keep pace with customers by quickly scaling up across the enterprise or out geographically. Recognized by analysts such as Gartner, Serenova is committed to building on an 18-year legacy leading the way in cloud-based contact center innovations.

To learn more, visit **www.serenova.com**. For live updates, follow **@SerenovaShine**.