



# Metaphor SecurePay

## Reduce Risk and Limit PCI Scope with SecurePay

The Payment Card Industry Data Security Standard (PCI-DSS) was created in 2004 in an effort to minimize payment card data loss (malicious or otherwise) from merchant and service providers. Contact centers are often the customer touchpoint for processing payments by card, which puts them in the cross-hairs of PCI compliance.

Metaphor SecurePay is a PCI-compliant service that provides a safe payment transaction platform outside of your contact center. Agents simply launch the app from within their agent desktop while assisting customers on the phone. The solution prompts the customer to start a secure web payment session on their preferred digital device (smart phone, tablet, or desktop computer). Customers enter their own payment information, which is completely shielded from the contact center and securely transmitted. Payments are verified via a nationwide network of the most prominent financial institutions, and customers and agents are notified of transaction results in real time. Because neither the agent nor systems are ever in contact with payment data, security threats and PCI compliance scope are reduced.

### Highlights:

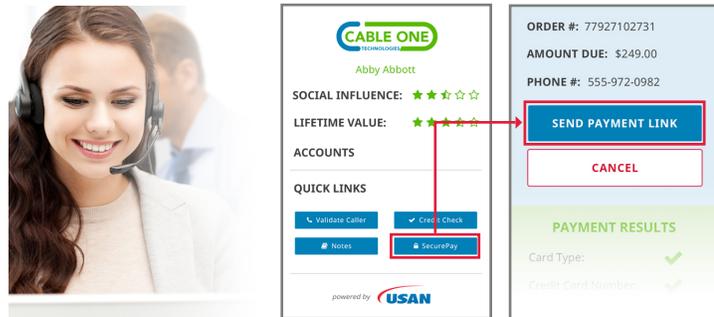
- Shields the customer's payment information from your contact center to help prevent fraud while giving the agent feedback that the customer is entering information
- Secure transmission of financial data gives customers peace of mind
- Easy-to-use web app can be located anywhere within an existing agent desktop application
- Integrates with existing payment providers such as EGS, Global Payments, Chase, Western Union and Fiserv (and may easily be adapted to work with many other existing providers)
- Shields payment information from agents and call recordings, eliminating the risk of exposing or capturing private data and allowing easier monitoring and coaching of your agents.

DATASHEET: SECUREPAY

## SECUREPAY IN 3 EASY STEPS

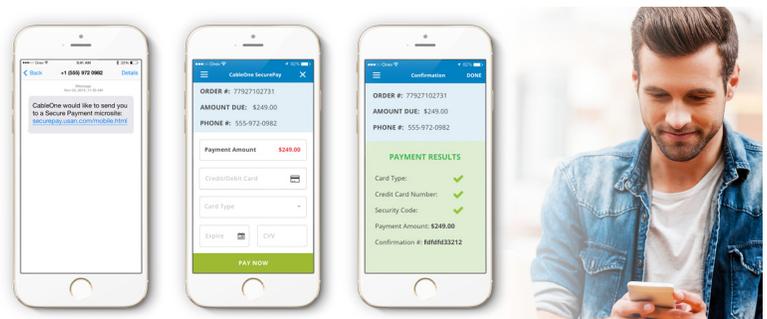
### Step 1

The contact center agent launches SecurePay from the desktop while servicing the customer on the phone.



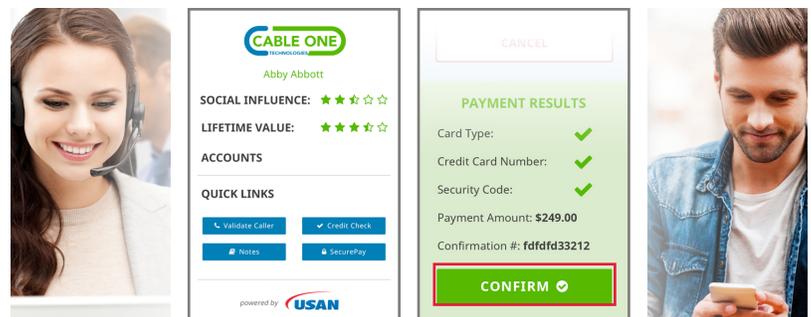
### Step 2

The customer makes a payment using SecurePay. The customer's payment and personal details are masked and securely transmitted so that the agent does not have access to the information.



### Step 3

Both the customer and the agent are notified of payment transaction results, typically in real time.



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## SecurePay

Metaphor SecurePay is comprised of two essential elements:

- 1 A multi-modal connection that allows a contact center agent to service a customer on the phone and send a text message or email containing a link to a microsite that manages the transfer of funds.
- 2 A payment gateway that transmits data directly and securely between the customer's account, bank account and card providers.

## Security

Metaphor SecurePay ensures all online data transmissions via the payment processing engine utilize PCI compliant cryptography to secure payment information in flight. If a client requests Metaphor SecurePay to transmit posting or audit files, PCI compliant file level encryption is applied to ensure complete security.

### ABOUT METAPHOR

**Metaphor** is a unique omni-channel customer engagement platform that integrates your service channels and backend systems (CRM, ERP, OMS, Policy, etc.) to consistently deliver personal and relevant customer interactions, and improve service and satisfaction levels. Find out more at [usan.com](http://usan.com).

### ABOUT USAN

**USAN helps companies profitably engage customers and deliver amazing omni-channel experiences with the industry's best cloud, premise and hybrid multi-channel customer engagement solution.**

From traditional telephone interactions to the web, social media and everything between, USAN's portfolio of contact center products gives users infinite flexibility in the way they engage customers across channels. In addition to campaign management, back-office integration, and business process automation, USAN's offerings include Hosted IVR, ACD, and Dialers built upon a fifth-generation carrier-grade infrastructure that delivers "five nines" of availability and proven scalability.

### CUSTOMER SUCCESS STORIES

Want to see how several of the largest telecom institutions use USAN omni-channel solutions within the contact center?

Visit [usan.com/case-studies](http://usan.com/case-studies) and read their stories.



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