

AUS 1300 570 703 – NZ 0800 197 020



Secure payment solutions



Here's how we help protect you

Make paying hassle-free for your customers with MaxContact's PCI-compliant payment solution. Give your teams the ability to take payments over the phone - and automatically as part of your IVR - both compliantly and securely.



Take payments automatically 24/7

Give your customers the freedom to self-serve and make round the clock payments via your IVR.



Payments collected using DTMF masking

Your customers use their keypads to make payments, with their payment details masked using Dual-tone-multi-frequency (DTMF) tones.



Card details never stored or recorded

We don't store credit card data in your contact centre system and automatically stop call recording during the payment process. That means your customers' data is securely processed with PCI-level 1 payment providers. It all comes as standard, with MaxContact.



Protect your team and customers

We ensure your customers' card details are never heard, and your agents are never at risk of being exposed to private, sensitive data.



Integrate with payment providers

We've integrated with the world's leading payment providers so that payments can be processed instantly.



IVR reporting

Get full reporting to understand how customers are using your payment line. Set the number of retries, how long customers get to validate payment and amend IVR messaging in real time with the option to personalise with Text to speech functionality.





How can you take payments in your contact centre?

Automated payment solutions use assisted or automated payments, depending on your customer journey. With MaxContact, you can use one or both in combination.



Assisted payments

Your team takes payment calls. At the point of payment, customers enter card details using the phone keypad. DTMF masking means agents never see or hear sensitive information. After payment, the conversation continues.

The sensitive data is encrypted and securely passed to your payment provider. It is never saved in your contact centre environment.



Automated payment phone line

Automated payment, or payment IVR, allows customers to self-serve. The service is available 24/7, reducing the number of missed payments and increasing customer satisfaction:

- 1. Customers enter your phone IVR system and are security verified.**
- 2. If required, our software can check account details and advise on minimum payments.**
- 3. During payment, it takes card details, hiding sensitive information with bleeping tones (DTMF).**
- 4. Details are encrypted and sent to the payment provider for processing.**



Pay online

Take payments through secure payment links within webchats, removing the need for agent interaction and allowing you to take customer payments 24/7.

Use best-of-breed AI engines to analyse incoming customer messages and respond with speed and accuracy via a simple chat window on your website.

The solution keeps you PCI compliant throughout each interaction by automatically processing, verifying and transacting customer details without allowing sensitive information to enter your organisation. We help you identify the most relevant use cases and design a customer flow that ensures your agents can quickly take over where necessary, allowing you to strike the right balance between agentless and agent-led web chat and extend the range of 24/7 PCI compliant services you offer.



Integrations



IVR

Integrating a payment solution with your customer engagement software brings many benefits. Using our drag and drop IVR designer, you can seamlessly integrate payment functionality into your IVR. It's simple to set up and easy to change. You can also send payment reminders and overdue communications through various channels, including text and email.



Payment providers

We've already integrated several major payment providers to ensure payments can be processed securely, outside your contact centre platform. Our integrations are continually growing, and we also offer bespoke integrations on request through our professional services team.

Payments

worldpay
from FIS

Paysafe:

Opayo
by Elavon


cardstream

ACQUIRED.COM



How can payment solutions help you?

Save time on credit and collections

Automation gives your customers the payment options they want, speeds up cash collection to improve cash flow.

Value your team's time

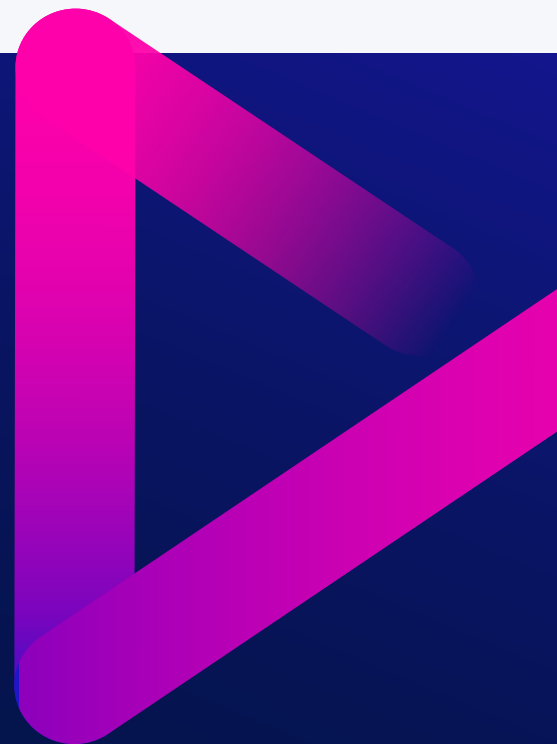
Delight your staff and reduce churn by replacing repetitive work with automated payment lines and easy payment options. Give teams back the time they need for more complex calls.

Reduce costs, not service

Automate routine customer conversations, saving time, money and effort.

The team found integrating and onboarding MaxContact seamless. Users found the system easy and intuitive to use, resulting in the collection team increasing **outbound customer contact rates by 300%**, all while **reducing the average speed to answer customers' calls by 57%**.

Global leading bank





Security & compliance

Ensuring your data is safe and that you've got the tools to remain GDPR, PCI, ISO and Ofcom compliant are essential.

Here's how we help protect you:



Data security

Data is protected with security at every level, from your browser all the way to the SaaS backend. Using Azure, information is fully encrypted in transit and at rest. It's monitored using antivirus and threat detection and protected using key vaults including SSL encryption over the internet, token and multi-factor authentications and data encryption across the platform. In other words, with MaxContact you know you're handling data securely and compliantly.

Services at the heart of the MaxContact platform communicate over private, SSL secured network connections. SSL secured databases hold all your customer data and are housed in private security zones with no external access. We encrypt data at rest to have a high level of intrusion and data exfiltration prevention.



Audited for peace of mind

Our platform is heavily audited for changes, reviewed by our security professionals and automatically scanned for common vulnerabilities and code errors on every build. That's all before builds are deployed into production environments.



Compliance and security in one

MaxContact is ISO27001 and Cyber Essentials certified, so you can be sure we keep yours and your customer's data safe and compliant. Our payment solutions are PCI-level 1 compliant, and our SaaS application is housed in Microsoft Azure, offering the highest security and compliance credentials.



Private, segregated, and secure

We don't use any shared services for the security core of your infrastructure. Your network is fully isolated from others, and you're provided with your own network, app services, key vaults and recording storage.

Your MaxContact platform can be built over the internet or as an extension to your network. This on-net option means no data is sent over any public internet connections using Microsoft ExpressRoute or VPN solutions.



Unlimited call recordings, always free

All your calls are recorded free of charge and without limits, so you know you've got a record of all your communications. But don't worry, call recording stops during the payment process.



Trusted by regulators

With multi-layered security architecture, MaxContact is a trusted supplier to industries regulated by Ofcom, FCA, PCI-DSS and GDPR. We have high availability, complete anonymisation and pseudonymisation functionality with full disaster recovery and 99.99% uptime guaranteed.



Why work with MaxContact?

Why MaxContact?



Always supported

We're all about partnerships. You'll have a dedicated account manager, regular service reviews and a 100% Australian-based support team on hand for any queries. It's no wonder we have a 97% customer satisfaction score.



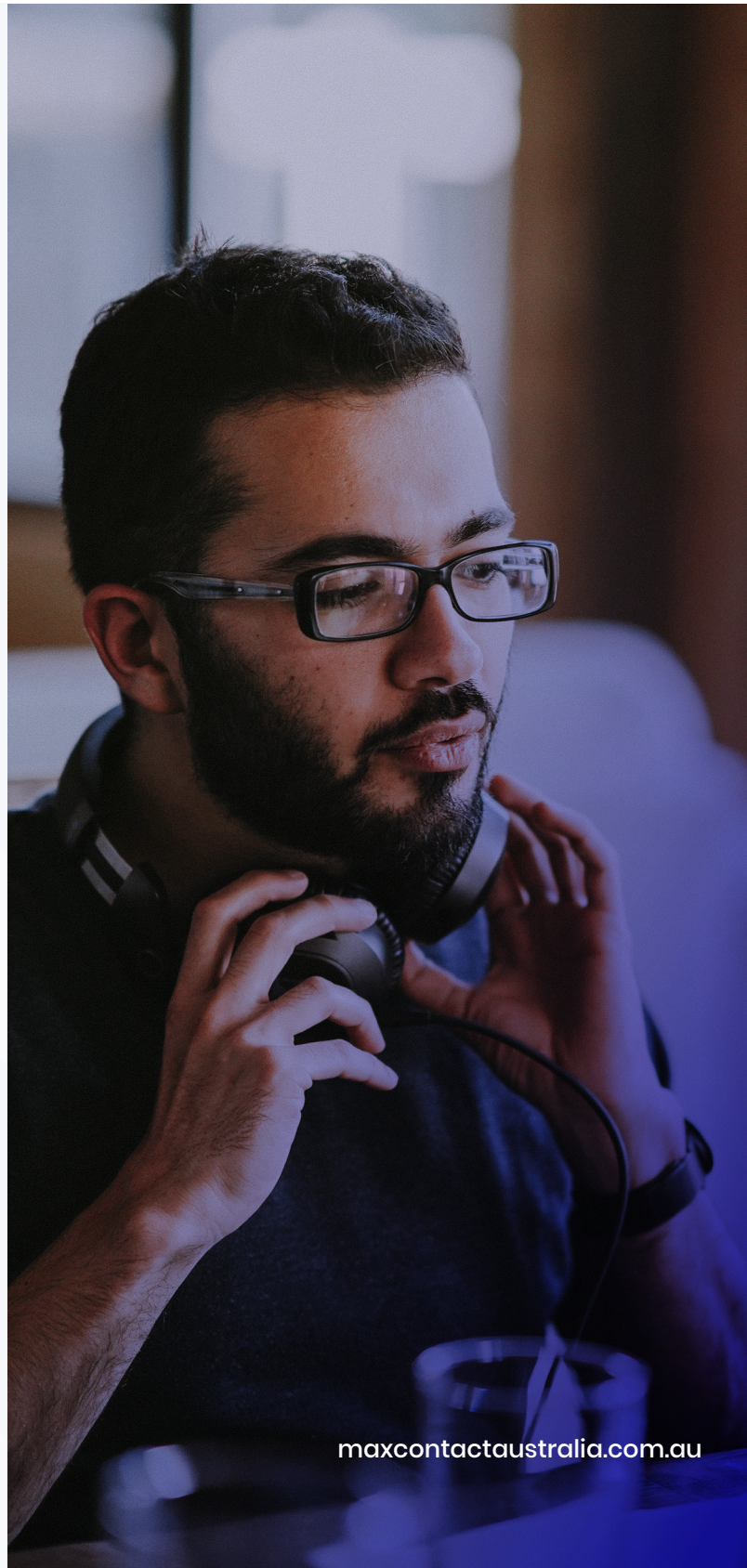
Simple licensing & pricing

We pride ourselves on making things easy for you. There's no hidden charges. You simply pay per user, and for the calls you make.



Easy setup

Our project team works with you to ensure a smooth transition, with the typical project setup taking just a few days, including training. It's all included in the price.





Secure & Compliant

Cloud-based data security (in Microsoft Azure) is paramount. This is combined with strict data controls to ensure you always remain compliant.



Developed in partnership

MaxContact's continual improvement policy relies on your feedback, which is why we work with our customers to identify the new features and improvements they want to see. We share our 12-month product roadmap and take an open and transparent approach to product development.



Built for you

We know it's not always a case of one size fits all, which is why we'll work with you to design a solution that meets your needs now and will help you achieve your goals.





To see how MaxContact could work for your teams, request a demo now, email **info@maxcontactaustralia.com.au** or call us on **AUS 1300 570 703 – NZ 0800 197 020**

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