

SmartSIP™

PATENTED SIP LAYER TECHNOLOGY

Introducing SmartSIP™ from IntraNext Systems, the latest security product in our Event Intelligence® Platform. SmartSIP is a patented software application that provides DTMF masking capabilities for contact centers to securely handle sensitive data in attended telephony interactions.

SmartSIP secures sensitive data at the point of entry, confining PCI DSS exposure to the smallest possible footprint.

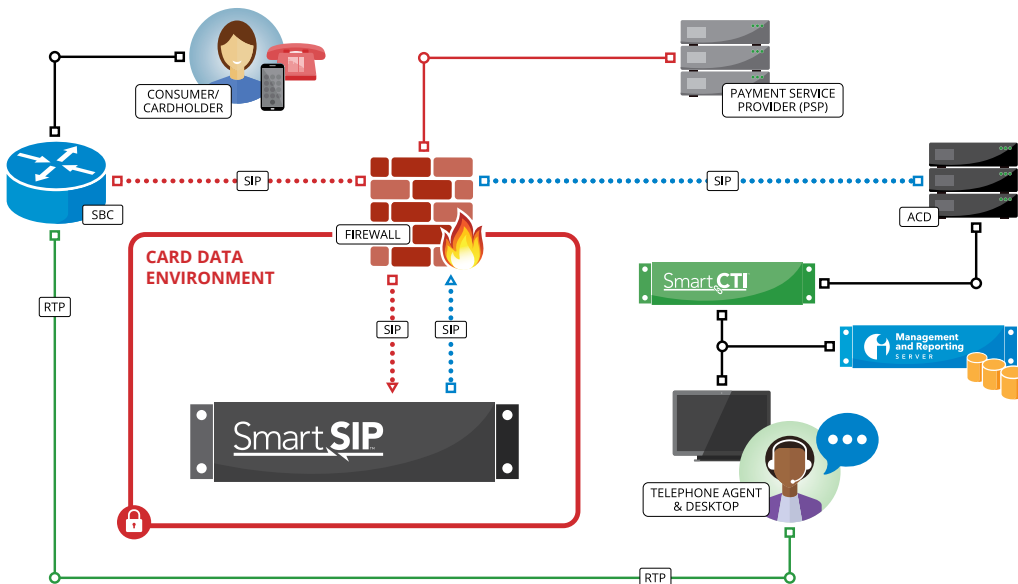
This application combines Computer Telephony Integration (CTI) and a Session

Initiation Protocol (SIP) interface that allows customers to use their touch-tone telephone to enter sensitive information while remaining in constant contact with the contact center agent. With DTMF masking, tones entered by the customer are replaced with flat tones that cannot be converted back to the original data entered by the customer.

Developed specifically for VoIP telephony contact centers, SmartSIP is the only DTMF masking solution that doesn't alter the voice path.

PATENTED TECHNOLOGY

- Eliminates verbal exchange of sensitive data
- Protects telephone-based payments for PCI DSS initiatives
- Capable of tokenizing data at the point of capture
- Prevents cardholder data from entering the call recording system
- Allows for full call recording for quality control initiatives
- Reduces scope in contact center environments
- Eliminates pause/resume inefficiencies
- Aids with HIPAA, GDPR and other compliance directives
- **PCI PA-DSS Validated Application**



ABOUT INTRANEXT SYSTEMS

IntraNext Systems is an industry leader in contact center software development and integration capabilities for both legacy and VoIP telephony environments.

Our Event Intelligence® Platform includes secure payment handling products for PCI DSS initiatives, and Computer Telephony Integration (CTI) solutions that deliver real-time call intelligence to an agent's desktop. Our solutions can be integrated with existing telephony platforms, IVR's, Customer Relationship Management (CRM) products, quality recording and

monitoring solutions, billing systems, and payment processors. Our solutions are premise-based allowing contact centers to protect and maintain their current environment investment and take advantage of the latest technology solutions.

IntraNext believes in the least disruptive approach to solution implementation. IntraNext has an onsite facility with state-of-the-art equipment allowing IntraNext's developers to mimic production environments of leading call

center systems and test solutions prior to implementation without having to disrupt our clients' environment or daily business routines.

In addition to developing best-in-class software solutions, IntraNext has worked tirelessly to earn our reputation as "true partners" with every client. Our post-sales support commitment sets us apart from our competitors. Excellence in customer service and responsiveness to client needs transcends all that we do.

THE EVENT INTELLIGENCE® PLATFORM

SMART. SECURE. SOFTWARE.

Our Event Intelligence® Platform provides contact centers with software tools needed to deliver an optimal and secure customer experience. Whether you are looking for agent efficiency tools and/or solutions for the secure handling of sensitive data in agent-assisted transactions, IntraNext has you covered.



391 Inverness Parkway, Suite 111 • Englewood, CO 80112
Phone: 303.799.0771 • Toll Free: 888.638.6398
sales@intranext.com

Event Intelligence®, SmartSIP™, and SmartCTI™ are trademarks of IntraNext Software, Inc. dba IntraNext Systems. SmartSIP incorporates IntraNext US Patent No. 9,881,178. Portions of iGuard® licensed under Western Union US Patent No. 8,582,764.