

# SmartSIP®

## SECURE PAYMENT HANDLING FOR CONTACT CENTERS

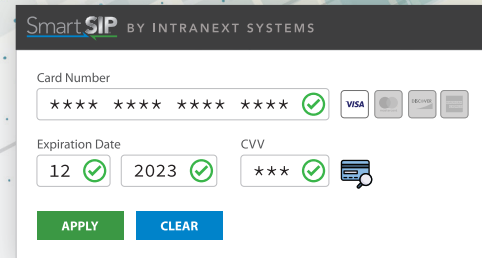
SmartSIP® is a software application that provides a DTMF suppression and masking solution for contact centers to securely handle sensitive cardholder data in attended payment interactions.

SmartSIP effectively eliminates the verbal exchange of sensitive data between customers and agents, allowing for full call recordings and full screen capture.

SmartSIP acts as a SIP proxy between the Session Border Controller (SBC or Media Gateway) and the voice platform. Customers use their touch-tone telephone to enter sensitive information while

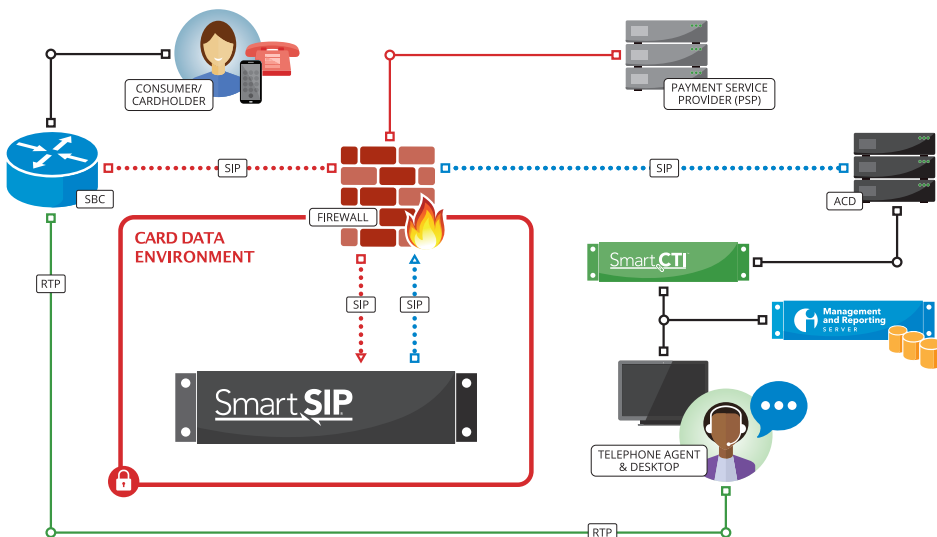
staying in contact with the contact center agent. SmartSIP interacts with the DTMF data while never affecting the voice path. With DTMF suppression and masking, tones entered by the customer are replaced with flat tones that cannot be converted back to the original data. The agent's screen is populated with a masked representation of the customer's entry.

Developed specifically for VoIP telephony contact centers, SmartSIP secures sensitive data at the point of entry, confining PCI DSS exposure to the smallest possible footprint.



### PCI PA-DSS Validated Application

- Patented DTMF masking and suppression technology
- Protects telephone-based payments for PCI DSS initiatives
- Prevents cardholder data from entering the call recording system
- Allows for full call recording for quality control initiatives
- Reduces scope in contact center environments
- Uninterrupted voice connection
- Call routing unaffected
- No desktop hardware requirement



# 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 productivity tools and/or solutions for the secure handling of sensitive data in agent-assisted transactions, IntraNext has you covered.



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