

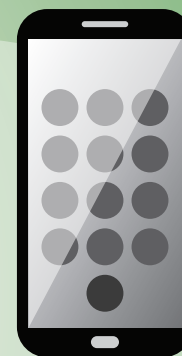
PROTECTING TELEPHONE-BASED PAYMENTS WITH DTMF MASKING

Eliminating the verbal exchange of sensitive data

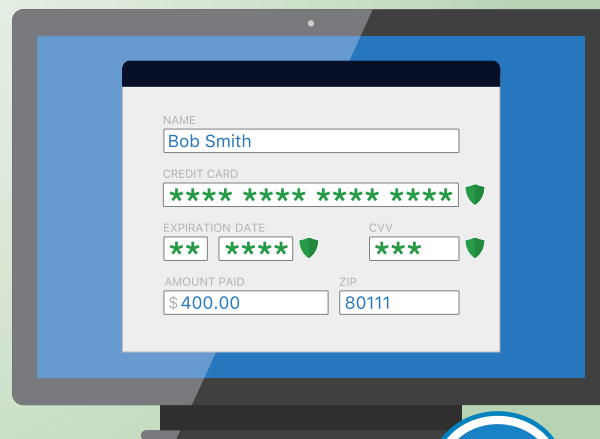
Customer calls to speak with an agent to pay his bill with a credit card.



Agent asks customer to enter his credit card information using his telephone keypad.



Agent can see the progress of the customer's entry, but the credit card data never reaches the agent's workstation.



SUBMIT

Once completed, the agent can submit the transaction for processing.



DTMF masking technology allows the customer and agent to remain connected through the entire call process leading to increased customer satisfaction and lower call handling times.

In the contact center environment DTMF masking makes it possible to:

- Reduce amount of systems sensitive data traverses in the network
- Remove agent workstations from PCI scope as sensitive cardholder data is neither captured on nor recorded from an agent's desktop
- Minimize risk by eliminating the need for "pause and resume" and scrubbing recordings
- Allow for complete call recording for quality control purposes as cardholder data is not verbally captured
- IntraNext's SmartSIP™ and iGuard® solutions are PCI PA-DSS validated applications, and can be integrated in legacy and VoIP environments