

# SmartSIP®

## SECURE PAYMENT HANDLING FOR CONTACT CENTERS

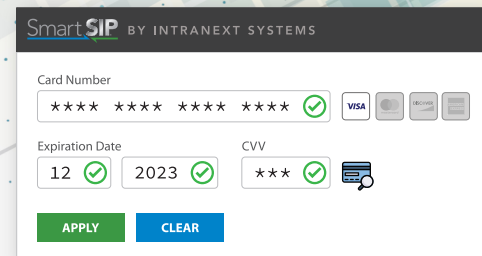
SmartSIP® is a software application that provides DTMF suppression and masking for contact centers to securely handle sensitive cardholder data in agent assisted payment interactions.

SmartSIP eliminates the verbal exchange of sensitive data between customers and agents, allowing for full call recordings and screen capture. Customers simply use their touch-tone phone to enter sensitive information while staying in contact with the contact center agent. Tones received by the customer inputs are replaced with flat tones that cannot be converted back to the original data, while agent screens are populated with a masked representation of the customer's entry.

SmartSIP acts as a SIP proxy between the Session Border Control (SBC) and the voice platform, interacting with the DTMF data without affecting the voice path.

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

In addition to secure voice payments, IntraNext can also facilitate SMS and email payments using secure web links, reducing risk and PCI scope.



- **PCI SSF Validated Application**
- PCI PA-DSS Validated Application
- Patented DTMF masking and suppression technology
- Protects telephone-based payments for PCI DSS initiatives
- Allows for full call recording for quality control initiatives
- Reduces PCI scope in contact center environments
- No desktop hardware requirement

## THE INTRANEXT PLATFORM

### SMART. SECURE. SOFTWARE.

The IntraNext 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.



## WE WORK WHERE YOUR AGENTS WORK

Because SmartSIP is securely doing its job behind the scenes, your business processes and agent environments can be completely removed from sensitive data exposure. Providing a consistent customer care experience is a key priority for contact centers and

SmartSIP enables business workflows to be identical — regardless of on-site or work from home environments. Your customers are provided with the confidence knowing their sensitive cardholder data is handled securely.



**On-Site**



**At Home**



**BPO**

## WE INTEGRATE ANYWHERE

The SmartSIP platform has been developed to minimize the footprint of handling sensitive data with a focus on the least disruptive approach to system integration. SmartSIP's Secure Data Environment is established within and behind your firewall

protected Data Centers. The platform has been hardened and connectivity is tightly controlled to allow interaction only with established trusted "client" applications.



### On-Premise

Premise SmartSIP implementations facilitate PCI compliance benefits by de-scoping the ACD system, CRM applications and agent workstations.



### Hybrid

A further reduction of PCI DSS compliance requirements can be accomplished using a hosted SmartSIP instance in cloud environments such as Amazon Web Services or Microsoft Azure.



### Hosted

SmartSIP can be co-located in your hosted cloud ACD environments, completely removing premise data centers, CRM, and agent workstations from PCI DSS scope.

## WE CONNECT WITH YOUR CURRENT BUSINESS APPLICATIONS AND PAYMENT RELATIONSHIPS

IntraNext Systems has decades of experience with complex Computer Telephony Integrations (CTI), and is the foundation for our SmartSIP software. SmartSIP integrates with your existing

business applications, it doesn't replace them. Our easily consumable API gives you full control on when SmartSIP is activated, minimizing impacts on existing business processes.



### Business Applications

Consuming our IntraNext API allows for flexible integrations. SmartSIP is designed to secure payments within your established business processes and agent workflows. We work with you to determine the optimal integration point in your Customer Relationship Management (CRM) or billing systems.



### Payment Systems

SmartSIP securely captures sensitive cardholder data behind the scenes and delivers it to your existing payment process; our job is to supplement and enhance your current payment gateway or tokenization processes.



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