



Call Payment Processing: Focus

Combining NSL's feature rich call management system with a PCI DSS approved live card payment application, Focus delivers the optimum solution for an excellent customer experience and full de-scope from all current and future PCI regulations.

As a fully hosted solution, Focus integrates easily with existing CRM and reporting systems. No additional equipment is needed and agents can take payments regardless of their location. What's more, there is no need to change merchant accounts or payment service provider.

A Positive Customer Experience

Agents are on-hand to guide customers through the payment process to ensure a positive customer experience. Using existing recording equipment or NSL's cloud storage platform, calls can be recorded in their entirety without the need for 'Pause & Resume'.

Secure and Easy-to-use

NSL's easy to configure web-based portal, affords full control over call routing. Our IVR builder incorporates simple auto-attendant or more complex menus allowing for efficient call flow design. Callers can be connected to the right person at the right time so that agents engage in more productive contact.

To help manage the peaks and troughs of inbound calling patterns, call queuing is available as standard with a host of options available. These include wall board displays, custom music on hold and comfort messages.

Speak to the NSL team about ensuring your business is PCI compliant and delivering the best possible customer experience.

Features of Focus

- PCI DSS Approved
- Retain Existing Merchant
- Network Queuing
- CRM Integration
- Call Flow Designer
- Hosted Solution
- Real-time Reporting
- Disaster Recovery
- Web Management
- Call Recording
- Branded Voice Prompts

A Positive Customer Experience

- Takes contact centres out of scope for PCI DSS
- Agents cannot read or listen to any card payment details
- Works with existing equipment
- Disaster recovery switches for business continuity plans
- Make instant changes via web-based call management portal
- Integrates with your CRM, Payment Service Provider and reporting systems
- Record all calls across multiple sites and systems
- Design call routing to manage peaks and troughs