



Call Payment Processing: Unite

Combining the best in live and automated services, Unite not only empowers organisations to deliver a great customer service with live support, but also offers a fully compliant PCI DSS collections' process.

An organisation's ability to offer great customer service through live agent contact is rewarded with client loyalty and repeat business. So it's no surprise that organisations are reluctant to abandon successful live services in favour of automated collections. This is particularly so when card payments form only a small part of an organisation's inbound traffic. However, using the Unite option, calls only need to be routed through its secure platform when a payment transaction is required.

Specifically developed for organisations that don't want to abandon the advantages of live contact in obtaining PCI approval, Unite enhances existing live services with the security and cost efficiency of automation.

PCI Accredited

By ensuring the actual payment transaction is fully automated, Unite is totally secure. Its PCI accredited platform prevents any sensitive card data from entering internal IT networks. The result is that no data can be detected by any on-site call recording devices, nor can any be seen or heard by any call centre agents.

The Unite Advantage

- Compatible with all our Call Payment Processing solutions
- Callers can receive transaction receipts by SMS
- Minimal staff training – integrates with existing equipment
- Full cloud hosting means no expensive hardware or installation costs
- PCI DSS approval allows full de-scope from all current and future compliance



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Secure and Easy-to-use

By automating the actual payment process agents are removed from the collections' process. Instead they can spend their time more efficiently with customers, focusing their skill set to ensure excellent customer service. At the point a payment is required, the agent simply generates a transaction request and disconnects the caller. Unite can be scheduled to make an immediate return call to the customer or deliver an SMS with a return number for the customer to call to make payment.

Once connected to Unite, customers simply enter card details on their telephone keypad. The whole process is straightforward and completely secure, taking no longer than a minute to complete.

Get the best of both worlds. A secure PCI compliant payment solution with the additional flexibility of maintaining high customer satisfaction and loyalty through agent interaction.

Features of Unite

- Inbound and Outbound Solution
- Retain Existing Merchant
- Minimise Vulnerabilities
- Web Management
- Flexible Integration
- Real-time Reporting
- Customer SMS Receipts
- Live Operator
- CRM Integration
- Hosted Solution

Call 0800 056 7217 for an instant payment demonstration.