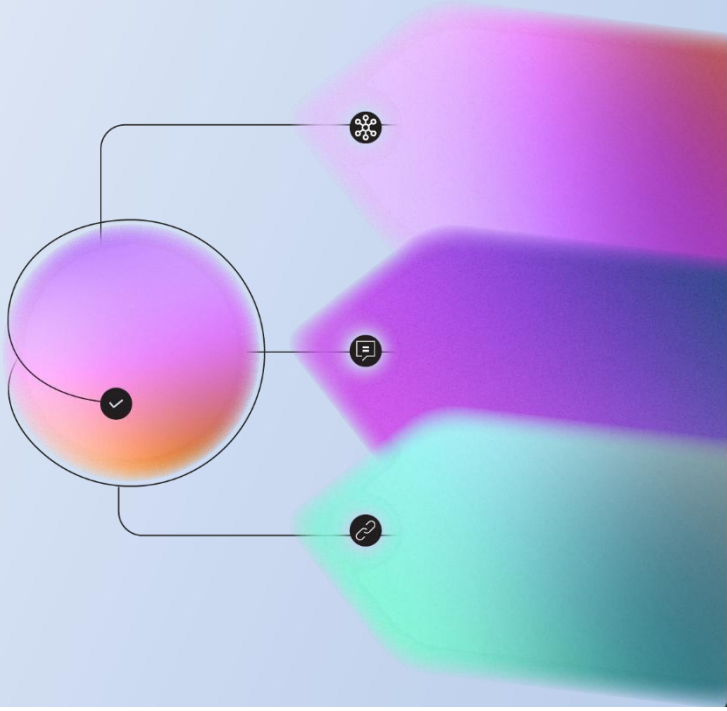
DATA SHEET

Secure Payments for Modern Retail Contact Centers



Reduce PCI DSS scope, simplify compliance, and deliver a seamless omnichannel payment experience.

Modern retail payment journeys are becoming increasingly complex:

Retail contact centers continue to handle high volumes of customer payment interactions.

Pressure to reduce compliance burden while improving customer experience.

Growing customer expectations for flexible, seamless omnichannel payment experiences.

Payment card data entering the contact center environment increases PCI DSS scope.

Secure Payment Platform for Retail Contact Centers

PCI Pal enables retailers to securely take payments during customer service interactions.

Across agent-assisted and automated payment journeys, the PCI Pal secure payment platform keeps payment card data out of agent desktops, call recordings and internal systems, helping retailers reduce PCI DSS scope and deliver secure, seamless payment experiences.

[See how it works](#) →

PCI Pal™ + RingCentral®

pcipal.com

Key capabilities

- Protect consumer payment data during customer interactions.
- Keep payment card data out of your contact center environment.
- Support preferred payment methods, including digital wallets (Apple Pay and Google Pay) and Pay by Bank.
- Give agents real-time visibility throughout the payment journey.
- Integrate seamlessly with existing CCaaS platforms, CRM systems, telephony environments and payment gateways.

Agent-assisted payment journeys

Guide customers through secure payment completion without disrupting the customer conversation.

Enable secure payments within existing agent workflows.

Support payments through secure keypad entry (DTMF masking), digital payment links and AI-powered voice capture.

Automated & self-service payment journeys

Enable customers to complete secure payments independently, 24/7, through IVR, virtual agents and chatbots.

Give customers more ways to pay while reducing contact center workload.

Support payments through secure keypad entry (DTMF masking), digital payment links and AI-powered voice capture.

"Transaction times have reduced, PCI compliance is assured, and our payment failure rate dropped from around 25% to less than 5%, exceeding our expectations."

System Manager
Vax

Why PCI Pal?

Cloud-native
platform with 99.999% uptime

Patented
secure payment technology

Seamless
integration with existing systems

150+
payment gateway integrations

4.8/5
customer rating

Trusted
by 750+ organizations worldwide

About PCI Pal

PCI Pal is a cloud-native secure payments platform purpose built for modern business communications and contact centers.

Embedded within leading CCaaS and UCaaS platforms, PCI Pal integrates with payment gateways and business applications to enable secure, seamless and PCI DSS-compliant payments across every customer interaction.

Learn more | Book a demo

PCI Pal + RingCentral

The Trusted Transaction Layer

pcipal.com → info@pcipal.com →