



Metaphor SecurePay

Reduce Risk and Limit PCI Scope with SecurePay

Processing customer payment information in the call center exposes your business to considerable risk and unnecessarily increases the scope of PCI compliance.

Metaphor SecurePay is a PCI-compliant service that provides a safe payment transaction platform outside of your call center. Agents simply launch the app from within their agent desktop while assisting customers on the phone. The solution prompts the customer to start a secure web payment session on their preferred digital device (smart phone, tablet, home computer, or kiosk). Customers enter their own payment information, which is masked from the agent and securely transmitted. Payments are verified via a nationwide network of the most prominent financial institutions, and customers and agents are notified of transaction results in real time.

Because neither the agent nor your systems are ever in contact with payment data, you reduce both your security threat and PCI compliance scope.

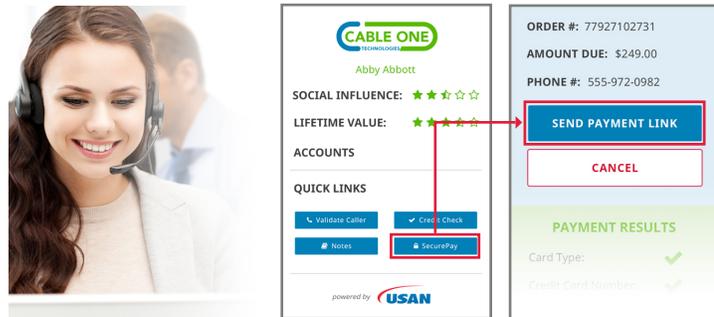
Highlights:

- Masks the customer's payment information to help prevent call center fraud while giving the agent feedback that the customer is entering information
- Secure transmission of financial data gives customers peace of mind
- Easy-to-use web app can be located anywhere within an existing agent desktop application
- Integrates with existing payment providers such as PayNow, Global Payments, Chase, Western Union and Fiserv (and may easily be adapted to work with many other existing providers)
- PCI compliant solution eliminates the burden of compliance and allows you to freely monitor and coach your agents again

SECUREPAY IN 3 EASY STEPS

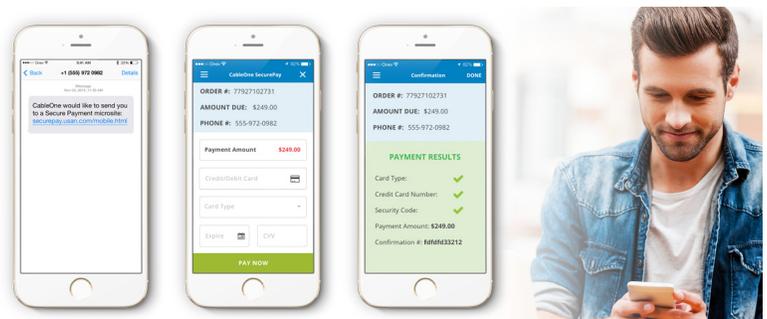
Step 1

The call center agent launches SecurePay from the desktop while servicing the customer on the phone.



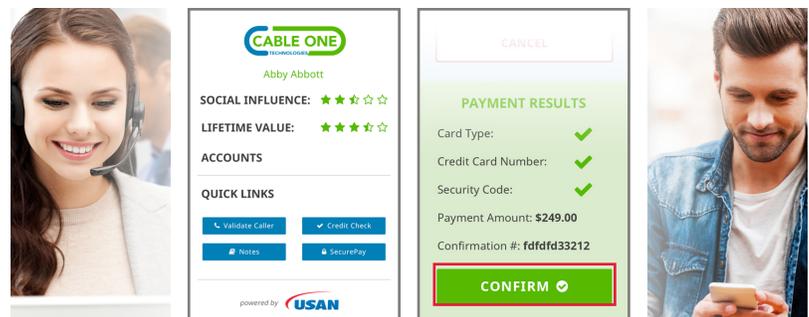
Step 2

The customer makes a payment using SecurePay. The customer's payment and personal details are masked and securely transmitted so that the agent does not have access to the information.



Step 3

Both the customer and the agent are notified of payment transaction results, typically in real time.





SecurePay

Metaphor SecurePay allows call centers to accept customer payments while reducing the risk of non-compliance and fraud. It is comprised of two essential elements:

- 1 A multi-modal connection that allows a call center agent to service a customer on the phone and send a text message or email to a microsite that manages the transfer of funds.
- 2 A payment gateway that transmits data directly and securely between the customer's account, bank account and card providers.

Security

Metaphor SecurePay ensures all online data transmissions via the payment processing engine utilize 128-bit SSL encryption. Connectivity to your call center may be over the public Internet, or if you require, a private connection. If a client requests Metaphor SecurePay to transmit posting or audit files, PGP file encryption is required to ensure complete security.

Financial Services

Metaphor SecurePay verifies payments via a nationwide network of the most prominent financial institutions in the U.S. with no discernible impact to the processing timeframe. Existing payment providers include PayNow, Global Payments, Chase, Western Union and Fiserv. Your existing provider can most likely be added quickly to the network, just give us a call.

ABOUT METAPHOR

Metaphor is a unique omni-channel customer engagement platform that integrates your service channels and backend systems (CRM, ERP, OMS, Policy, etc.) to consistently deliver personal and relevant customer interactions, and improve service and satisfaction levels. Find out more at usan.com/.

ABOUT USAN

USAN helps companies profitably engage customers and deliver amazing omni-channel experiences with the industry's best cloud, premise and hybrid multi-channel customer engagement solution.

From traditional telephone interactions to the web, social media and everything between, USAN's portfolio of call center products gives users infinite flexibility in the way they engage customers across channels. In addition to campaign management, back-office integration, and business process automation, USAN's offerings include Hosted IVR, ACD, and Dialers built upon a fifth-generation carrier-grade infrastructure that delivers "five nines" of availability and proven scalability.

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CUSTOMER SUCCESS STORIES

Want to see how several of the largest telecom institutions use USAN omni-channel solutions within the contact center?

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