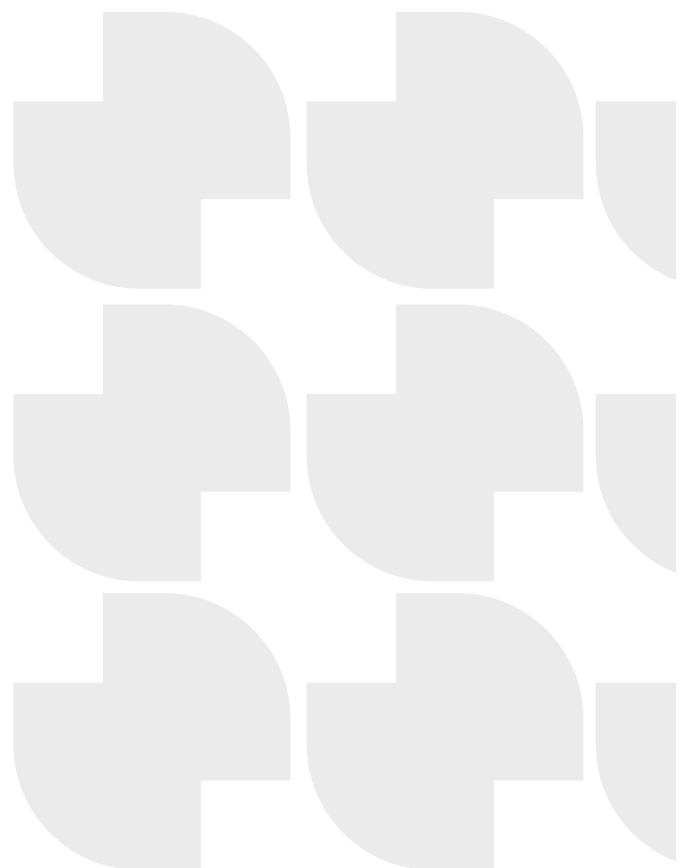




It's time to
**protect your
business**

Daktela Payments | info@daktela.co.uk
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TIMES ARE CHANGING

The **Changing** Workplace

The workplace has changed over the last 18 months and many of the old ways of doing things are no longer relevant. This is particularly the case for businesses who take payments over the phone.

Many organisations have embraced the opportunities of remote and flexible working. However, it is possible that these organisations and workers overlooked cyber security best practices due to the quick adjustments to Covid-19.

No matter where your employees work it is vital that your business is secure. This means providing the appropriate procedures and technology to ensure that your business is compliant - protecting you and your customers.

Why **Security Matters?**



The security of cardholder data affects everybody.

The breach or theft of cardholder data affects the entire payment card ecosystem.

Customers suddenly lose trust in the people they are buying from, and their credit can be negatively affected.

Companies lose credibility (and in turn, business), they are also subject to hefty financial liabilities and termination of payment facilities.

Imagine if your business was struck off and unable to take card payments? That is why the Payment Card Industry, Digital Security Standards were created (PCI-DSS).

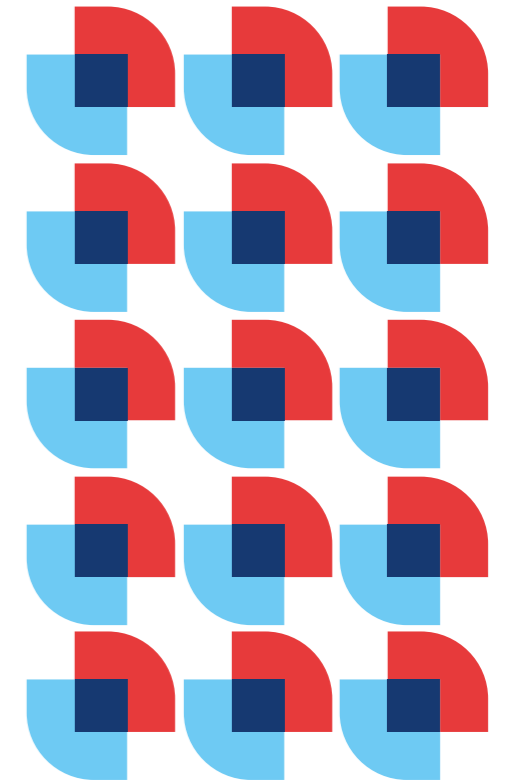
What is **PCI-DSS**?



The Payment Card Industry Data Security Standard (PCI-DSS) is a set of requirements intended to ensure that all companies that process, store, or transmit credit card information maintain a secure environment.

Launched in 2004, PCI-DSS compliance isn't new, but the guidelines are constantly evolving. If you take debit or credit card payments, you need to do so in a secure way. In fact, you are required to.

Compliance with the PCI-DSS is a must for any organisation, anywhere in the world that transmits, processes or stores card information.



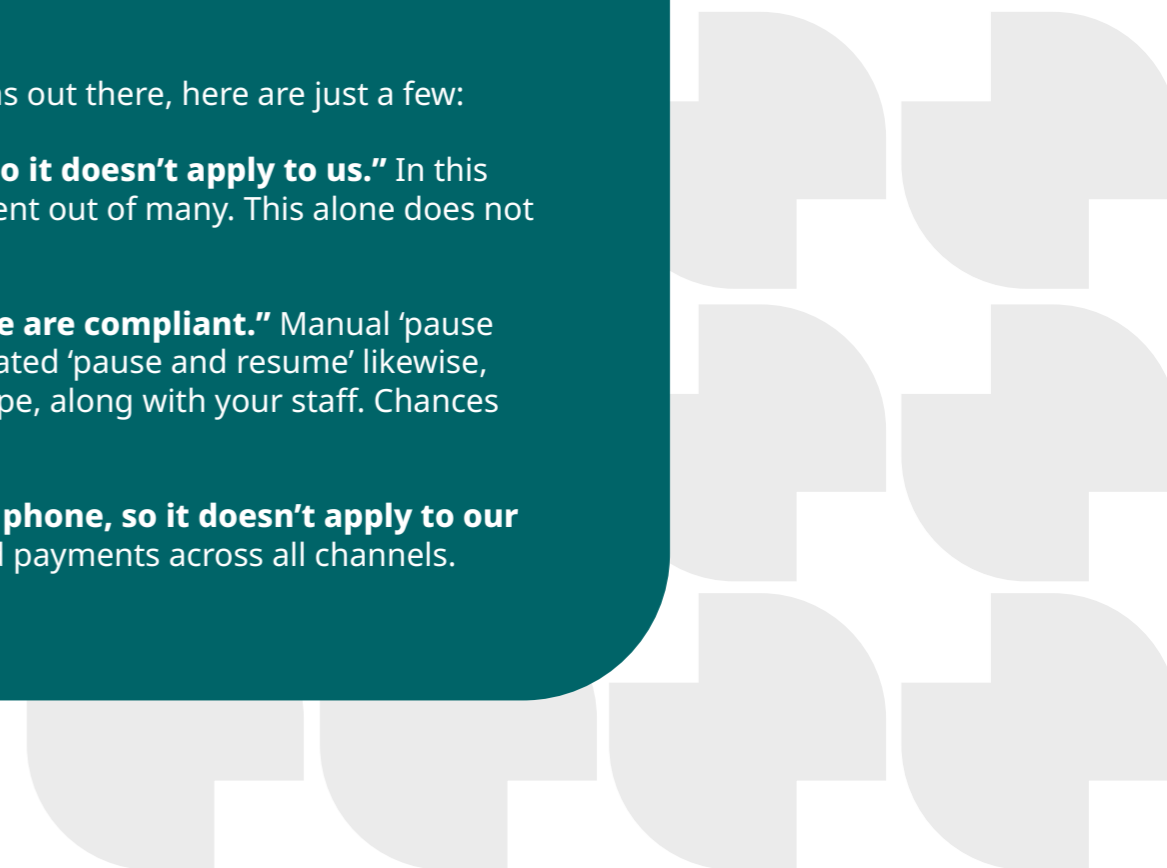
Common Myths about PCI-DSS Compliance

There are many incorrect assumptions out there, here are just a few:

“We don't record telephone calls, so it doesn't apply to us.” In this case you have met a single requirement out of many. This alone does not make you compliant.

“We pause the call recording, so we are compliant.” Manual 'pause and resume' is not compliant. Automated 'pause and resume' likewise, still leaves your entire network in scope, along with your staff. Chances are you are not compliant.

“We don't take payments over the phone, so it doesn't apply to our business.” PCI-DSS applies to all card payments across all channels.



HOW WE CAN HELP

Our expertise in cloud communications combined with our knowledge of PCI-DSS compliance, means we can provide the right solution for you.

We don't just supply a single product; we offer a range of different technologies to match your customers' preferences.

We provide you with ongoing guidance and updates to ensure your business communications continues to operate in line with new PCI-DSS requirements..

Our goal is to ensure that you achieve PCI-DSS compliance without adversely impacting upon your customer journey.

With a range of technologies designed to support telephone-based card payments, we ensure you choose the right solution to match both your own business requirements and your customers' preferences.

All three of these methods of processing card payments are provided in line with the current PCI-DSS requirements.



Attended Telephony Payments

The easiest and simplest way of achieving compliance without changing your customer interaction.

Agents remain on the call as the customer uses their telephone keypad to enter their card information.

Card data is suppressed and automated, taking your agents out of scope for compliance.

Unattended Payments

Both the telephony and digital payments can also be set to be made at a time of the customers own choosing.

You can therefore allow customers to make payments through our automated system, when and how they want without needing to have your own people on the line with them.

Attended Digital Payments

Customers are provided with a direct link to complete a secure e-commerce payment.

Agents stay on the call and provide assistance where necessary.

This takes your agents out of scope for compliance and can be used over multiple channels such as web chat, social media, SMS and voice.

IMPROVE BUSINESS PERFORMANCE

Effective Payment Management

If you are a business that takes customer payments over the phone (or through online digital channels) it is vital that you make this as easy as possible for your customers, whilst at the same time ensuring it is always secure and compliant.

This is best achieved through effective payment management. The Daktela platform provides this effective payment management platform allowing you get the best from the relationship with your customers whilst ensuring you do not place your business at risk.

All our options can operate as either standalone or can work as part of our fully integrated ticketing solution. Whichever way you look to use Daktela Payments you will always be able to see quickly and easily the status of all payments being processed in Realtime and Historically.

Daktela Payments

The Daktela Payments platform provides several ways to effectively manage the customer payment experience. Here are just some of the ways we can enhance this overall experience:

- Simple telephone keypad option for those customers using the phone
- Secure e-commerce digital links across all digital channels
- Realtime and historical tracking of all payments for the business
- Call recording of calls unaffected by Daktela Payments
- Easily set up recurring payments
- Multiple Payment Gateways supported
- Fully PCI-DSS 3rd Party Supplier Certification eliminates business risk



HOW IT WORKS...



Simple to Use

As soon as your member of staff is advised that a customer wants to make a payment, they can select the appropriate payment method required and initiate this simply and easily by following the instructions provided on screen. On Attended Transactions they always remain connected with the customer until the payment is completed. On Unattended Transactions they simply pass the customer across to the automated system and are ready for the next customer.



Secure, Web-based Access

All Daktela Payment options are completed in a secure and compliant manner taking your member of staff out of scope in respect of any card payments made by the customer. Managers can access all activities via a secure web portal. Everything is password protected and connects to our secure global cloud-based service.



Reporting

All transactions data is combined with individual performance data to allow the employer to run reports comparing performance levels by individuals, different teams, departments, and locations to help identify any issues within the organisation.



Flexible

We offer a range of pricing options for the services offered. You can select named Agent licences or those teams who have a limited number of people who take payments. As an alternative you can choose a transaction-based licence option that allows all users across the business to take payments.



All Inclusive

Our technology allows you implement one cloud-based solution to support all your different users. We can provide basic PBX telephony through to complex omni-channel contact centre functionality. All managed via the same web portal. All users can have access to Daktela Payments as required.

How our customers use Daktela Payments

Wise Living Developments

Using our Attended Digital Payments Solution Wise Living can quickly and easily collect payments for a variety of their properties, including fees and rentals. All is combined within the Daktela Contact Centre Platform to provide a full transaction history of payments.



SDL Surveying

SDL Surveying service the property market and utilise our Attended Telephone Payments Solution to allow clients to make payments using their telephone keypad whilst always being connected to the agent. By using the Daktela platform in this way they can dramatically reduce cart failures.



Coaltus

Connecting students with university courses across the world they can enable simple and easy bookings to made over the phone using our Digital Link technology irrespective of where the student is located, or the time zone involved.



Furlong Flooring

Using our Attended Telephone Payments Solution, Furlong Flooring are able to select which agents can deal with Payment Calls and therefore ensure all deposits and future payments are collected in a secure manner.

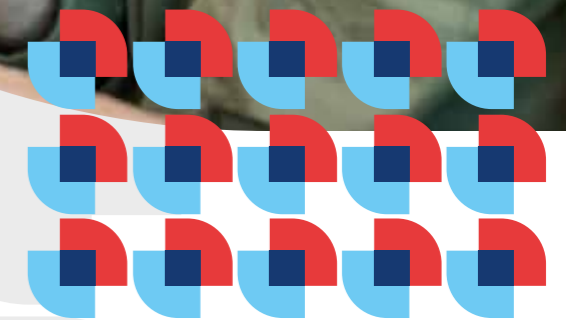


SIMPLE INTEGRATION

Almost all Daktela implementations we complete require us to connect to and work with the customers' existing systems.

Whether these are standard applications such as Microsoft Dynamics, Teams or Salesforce etc or are bespoke customer specific applications our Open API approach to integration allows us work with them. Our Daktela Payments solution can sit within your existing CRM allowing you to manage payments as part of the overall customer relationship management requirements.

By doing this Daktela can often enhance these original investments by complementing and enhancing these solutions to ensure that our customers always get the best return on these investments.



WHY CHOOSE DAKTELA?

Choosing the company who provides your communication solution is often the most important consideration. At Daktela we pride ourselves on getting to understand our customers business and developing a solution that fits each customers unique requirements.

In our experience customers choose a cloud-based communications solution based on four distinct elements:

Cost

Our pricing is always based on your own requirements to ensure you only ever pay for what you need. This ensures you always get the best solution with the best support at the best price starting from £6.50 per user per month.

Support

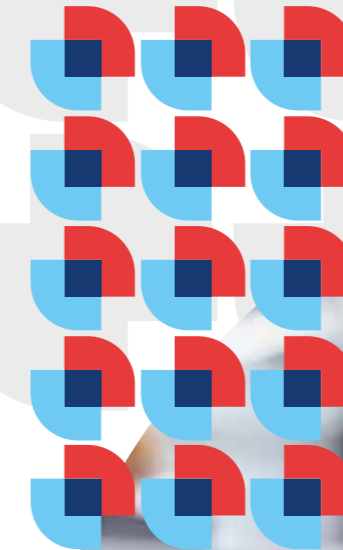
Unlike other cloud vendors, we bring a traditional approach to customer support and central to this is our belief that any successful implementation requires us to first understand our customer business and for our customers to understand our solution. Achieving this allows us to support you in the most effective way. Our existing customers are always our best references, and we are happy to provide these upon request.

Functionality

Daktela will always provide a solution that meets our customer requirements. We achieve this by completing a thorough free Application Discovery process which allows us to understand your business objectives and to design a solution that fits your own functional needs.

System Availability

Daktela's focus as a cloud-based supplier is to ensure the service is always available. We provide full-service availability statistics each month to our customers and provide a range of options that provide additional resilience through both our datacentre infrastructure and our telecoms networks. We also have Business Continuity planning in place that ensures we are always available to help, no matter what the circumstances



Arrange a free demo

We are on the search for organisations who believe in the value of effective customer communication. We would like to offer a complimentary demonstration of our application. There's no commitment and no associated costs.

If you would like to benefit from Daktela Payments technology and enhance your customer relationships, then please get in touch.



CALL THE SPECIALISTS

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