PCIpal + ZOOM
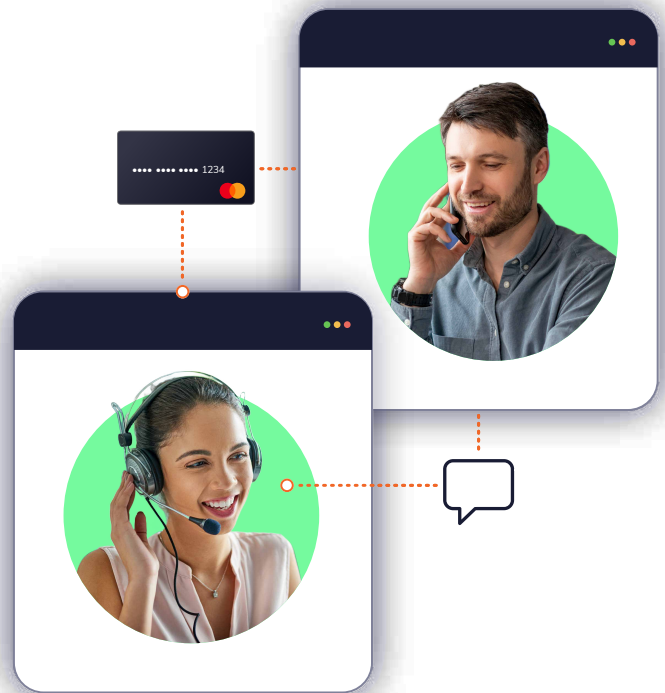
Simplified, PCI-compliant payments for contact centers

Omni-channel payments with no friction or frustration

Make every transaction a secure, compliant, and seamless part of an exceptional customer experience.

Product suite

Click to Pay

Speak to Pay

Key to Pay

Protect brand reputation

Reduce average handle time
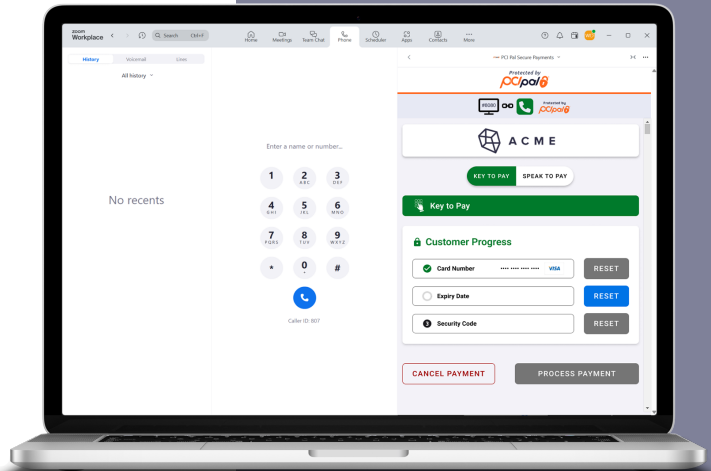
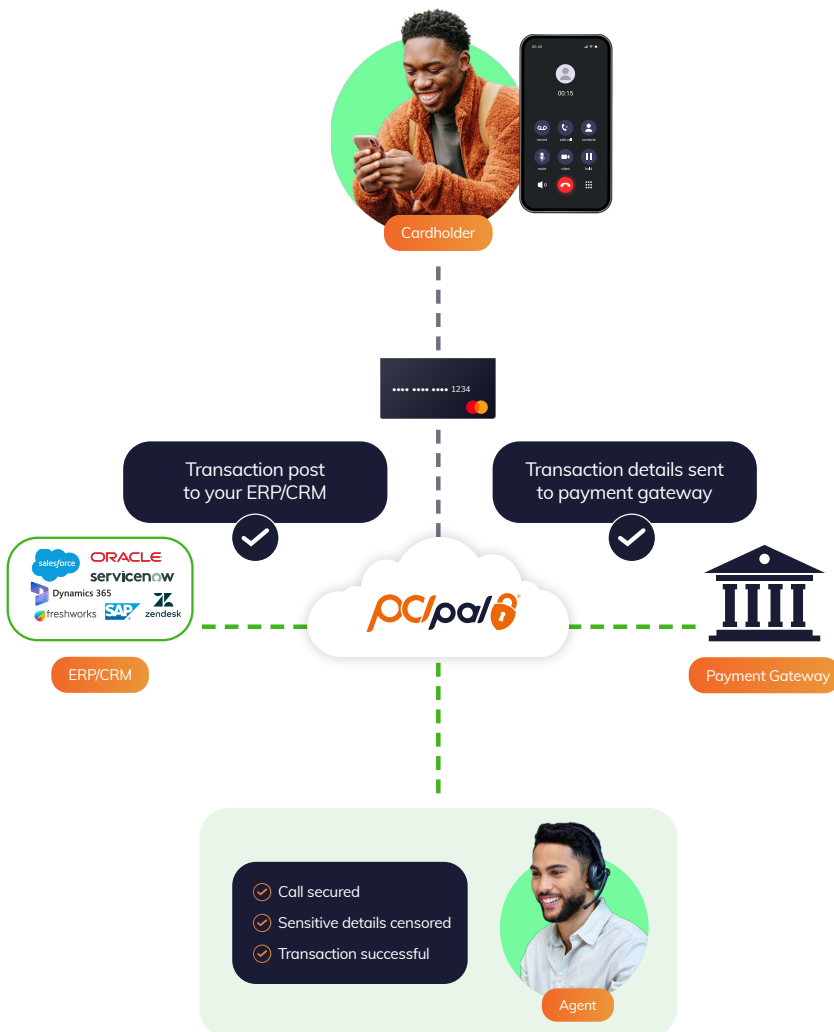Improve first call resolution rates

Increase revenue

> " I've seen the board turn from red to green. Calls are resolved faster and customers are getting a better experience, boosting our Customer Satisfaction (CSAT) and Net Promoter Scores.

- Head of Customer Support, Halfords

How PCI Pal works

Cardholder

Transaction post to your ERP/CRM ✓

Transaction details sent to payment gateway ✓

salesforce ORACLE servicenow Dynamics 365 freshworks SAP zendesk

ERP/CRM

Payment Gateway

- ✓ Call secured
- ✓ Sensitive details censored
- ✓ Transaction successful

Agent

Transform the payment experience

Descope from PCI DSS compliance

Omni-channel payment options

Seamlessly integrated

Real-time agent visibility

Eliminate pause-and-resume

Scalable for any size organization