



Enabling Remote Workers to Process Secure Payments

Cardprotect Relay+ makes it quick and easy to enable your workforce to take secure and PCI DSS compliant card payments – no matter where they happen to be working. No card data enters their home environment, all card data security risks are removed – allowing your teams to focus on your customers.

Remote workers still need to be able to fulfil every customer request; customers don't care whether agents are office or home based, they just want a consistent and complete service. It's therefore vital that any organisation can quickly adapt to any situation and at the same time ensure card payments can be handled by remote workers without the PCI DSS risks associated with verbalising card data. Capturing all revenue opportunities is more critical today than ever, but how do you secure the environments your remote teams are working from?

Payments are the lifeblood of any business, so preserving the ability of remote or home-based workers to securely process payments will be critical to delivering a complete customer journey and ensuring customer requirements can be addressed just as they would be with a contact centre based agent. Also, it's important that customers don't feel inconvenienced when engaging with your teams – no matter what channel they're using.

Making sure your remote workforce has the appropriate tools at their disposal is just part of the challenge. With workers operating in environments that are difficult to monitor and secure, you need to be certain that your customers' sensitive payment data is safe and protected, and that your organisation remains PCI DSS compliant, irrespective of where your teams are based.

Get your remote workforce up and running taking secure & PCI DSS compliant payments... in days!

Everything you need to instantly create and send secure payment links to customers in any digital engagement channel; providing complete flexibility:

- No long-term contracts or set up fees
- Turn it on, and off as your business requires
- Pay-as-you go usage charging structure

A Solution as Flexible as Your Needs

With no infrastructure costs, set up is rapid and the solution is already integrated with the world's leading payment service providers. Cardprotect Relay+ gives you everything you need to instantly create and send secure payment links to customers in any CX channel whether on a call, in an email, webchat, SMS, instant messaging or social media.

With no long-term contracts or set up fees, Cardprotect Relay+ is designed with ultimate flexibility in mind. Turn it on, turn it off as your business requires – and take advantage of a pay-as-you go usage charging structure that's totally transparent.

Now you can keep payments flowing or open up new, secure & PCI DSS compliant payment channels – no matter where your workforce is based.

Securely Take Payments from Anywhere – in Any Digital Channel

Eliminating any necessity for your organisation to store, process or transmit cardholder data, Cardprotect Relay+ makes it easy to get a PCI DSS compliant payment strategy for your remote workforce up and running in no time.

Customers simply follow a secure payment link URL that you provide on a call – via SMS, chat, email, social media or any other digital channel. The customer then enters their payment details into a merchant branded payment page, using whichever payment method they choose; and nobody else sees their sensitive personal payment details.

- Instantly create and send secure payment links (URLs) to customers and manage transactions via the PSP of your choice
- Transact with customers in their preferred channel and get live updates on every payment link
- Track where your customers are throughout the payment process in real-time to help with troubleshooting should the need arise

- Precisely configure different payment flows across the payment channels you initiate
- Manage everything from geographical range, to how long a link stays viable, or how many retries a customer has to complete their payment
- Deploy around the globe – get remote/home based workforces up and running in a matter of days
- Enable a frictionless customer experience in any digital channel
- Monetise previously passive channels to become PCI DSS compliant and secure revenue generators

A Choice of Flexible Deployment Options

Cardprotect Relay+ enables organisations of any size to initiate remote payments across all digital channels and offers a choice of deployment options.

Web-Based User Interface

Requiring no set up whatsoever, our fully configurable web-based user interface (UI) is a standalone solution that's ideal for businesses that need to initiate a flexible, yet compliant payment solution – fast. Featuring a range of pre-configured PSP integrations, with a white label SMS and email solution or you can integrate into your own messaging platforms. It's an elegant approach for initiating remote payment scenarios at pace – especially when IT resources are stretched to the max.

API Driven SaaS Platform

For organisations that want a seamless integration with existing CRM or customer communication channels, our feature rich, and extremely flexible API-driven SaaS platform is fast to deploy and ideal for highly dispersed global workforces.

Contact us now on **0845 543 0822** or **info@semafone.com** and we'll show you how Cardprotect Relay+ will keep payments flowing – no matter where your workforce is based.