

call center commerce TRACKER™

MARCH 2019

AI And The Problem Of Automating The Judgment Call

– Page 6 (Feature Story)

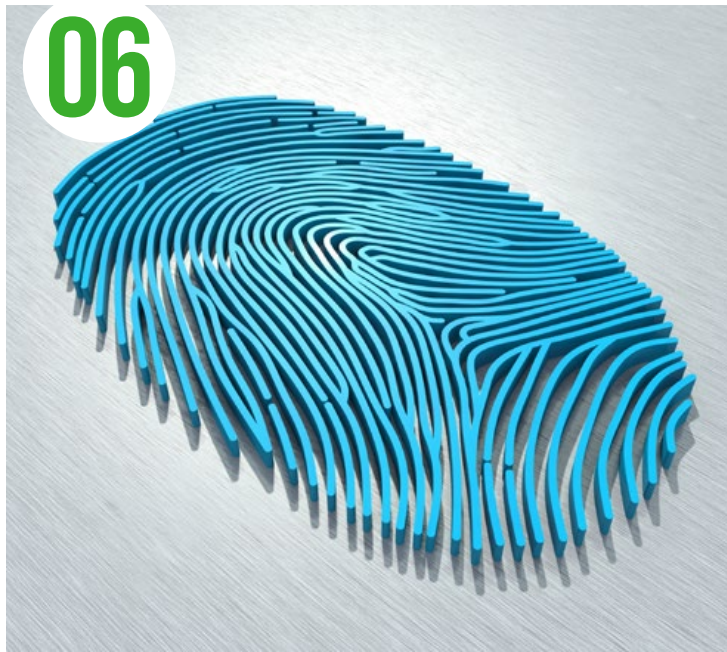
NICE shows off voice biometrics at Berlin conference

– Page 9 (News and Trends)

Top industry players, plus seven additions

– Page 15 (Provider Directory)

table of contents



03 what's inside

What's happening in the world of call center commerce, including biometrics and payments technology developments

06 feature story

AI And The Problem Of Automating The Judgment Call

London South Bank University Professor James Woudhuysen outlines the challenges involved when automating complex decision-making processes in call centers

09 news and trends

The latest call center commerce headlines, such as PCI Pal's partnership with SixPackAbs for compliance and authentication

14 ecosystem framework

How industry players fit into the bigger picture

15 provider directory

The top companies in the space, including seven additions

52 about

Information on PYMNTS

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what's INSIDE

As the world becomes more connected, it is becoming increasingly important for companies to be able to authenticate who's calling and why if they hope to continue serving their customers' needs. More consumers than ever before are using mobile apps, digital payments and other online tools for their daily needs, and businesses must possess the appropriate technologies to ensure consumers are properly identified.

Call center commerce players must step up their authentication technologies to deliver the services that will best serve and protect their consumers. For many, that means upgrading to biometric solutions, like voice prints, which are capable of matching customers' confirmed vocal details to those of a caller. Solution provider NICE, for instance, [showed off](#) such offerings at an industry conference in Berlin, Germany.

Biometric authentication is becoming more accepted around the globe as consumers are beginning to trust traditional passwords less amid an influx of breaches and other hacks over the last two years. According to

one [study](#), 74 percent of customers believe physical biometrics, like fingerprint recognition, eye scans or voice prints, will better protect their personal information than passwords.

With that in mind, many providers are now partnering with or acquiring companies that can integrate biometric technologies into their platforms for faster authentication. For those not yet working with such solutions, consumer offerings tailored for eCommerce and digital communication with customers remain paramount.

AROUND THE CALL CENTER COMMERCE WORLD

Call center providers around the globe are working to ensure that they can meet customers where they want to be. Indian provider Asterisk Solutions recently [launched](#) a call center offering that caters solely to the eCommerce segment. The solution will rely on artificial intelligence (AI) as well as other advanced analytical tools to ensure eCommerce clients' customers are properly vetted and, most importantly, supported.

Other providers are also turning to AI and chatbots to address customers' needs. One such company is business communications provider Consolidated Communications, which recently [unveiled](#) a "virtual intelligent agent." The firm's offering allows consumers to communicate with a virtual bot that can answer simple inquiries while live agents deal with more complex concerns.

Other companies, like Indianapolis-based provider Sharpen Technologies, are relying on bots for "logic and action," [using](#) the technology in tandem with application program interfaces (APIs) to better access and streamline data from communication systems. Sharpen has tailored these solutions to the digital call center ecosystem, enabling them to interface with voice, video and text interactions, as well as pure data streams, before responding to live agents.

For more on these stories and other news from the call center commerce space, check out the Tracker's News and Trends section (p. 9).

FEATURE STORY

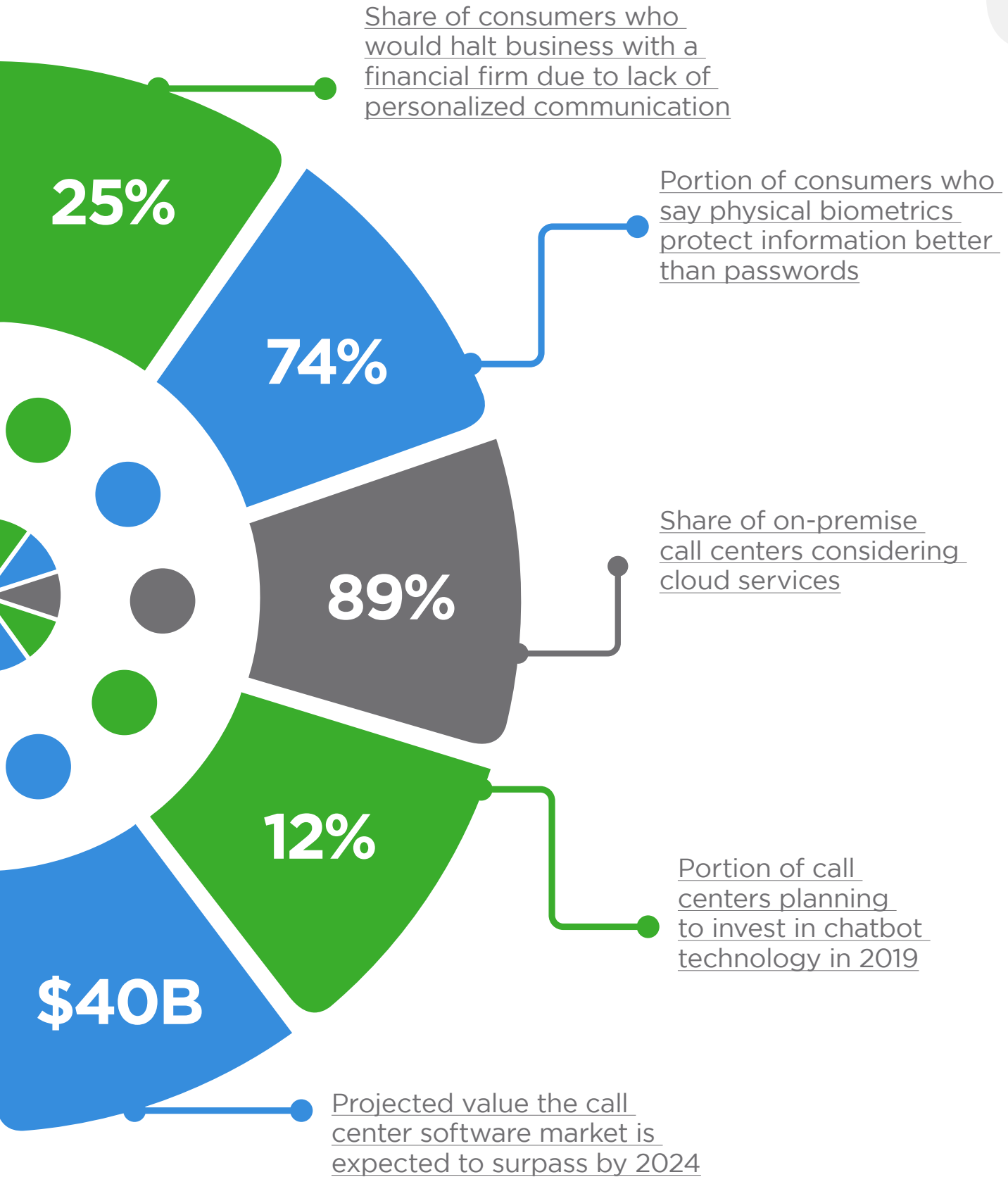
AI-based biometric solutions are becoming increasingly common in call centers, and these technologies can provide faster data analysis, insights and authentications. But, according to London South Bank University's Professor James Woudhuysen, when ethical decisions or judgment calls arise, AI-powered solutions are still taking a back seat to human representatives.

In this Tracker's Feature Story (p. 6), Woudhuysen discusses AI technology, authentication developments and how human agents' roles are evolving in the call center space.

MARCH TRACKER UPDATES

The March edition of the Call Center Commerce Tracker includes a provider directory featuring notable providers from around the space, with seven additions: 8x8, Conduit, Delacon, Dialpad, Elison, KOOKOO and SmartAction.





FEATURE STORY



AI AND THE PROBLEM OF AUTOMATING THE JUDGMENT CALL

Call center customers expect shorter call times and easy fixes, and providers are eager to re-engineer their operations by experimenting with new tools and technologies like biometrics, AI and machine learning (ML). But while these authentication and analytical tools are well-suited to combing through large volumes of data, they can be less helpful when it comes to approving customers' requests or transactions.

Human agents are the only ones who can reliably view those insights and make appropriate judgment calls, Professor James Woudhuysen of London South Bank University told PYMNTS. As one of Britain's leading academic voices on computer engineering and AI, Woudhuysen sees the latter technology playing a larger role in certain parts of the call center process – but not completely taking over. While the balance of tasks handled by humans and machines is likely to change, he says there is no one-size-fits-all AI model for call centers.

"Clever software will be engaged in a constant dialogue of learning, watching and then handing over to still more intelligent human beings," Woudhuysen noted.

AI, THE CALL CENTER AND CUSTOMER AUTHENTICATION

Call centers must validate customers' identities, whether they're dialing in to pay healthcare bills or hoping to return damaged products. Amid the growing number of data breaches and instances of ID theft, however, authenticating callers presents its own challenges. To verify customers' identities, many call center operators are now turning to AI and voice-based biometrics – technologies that are poised for increased adoption as more consumers begin utilizing digital communication channels.

"In relation to voice recognition, it would be foolish to underestimate just what might be possible, even though



I rule out [true] AI,” Woudhuysen admitted. “There will be some very sensitive advances in IT around biometrics ... how you are breathing, how’s your heart rate — that will be more sophisticated than we might think.”

However, he said these authentication solutions will still require “human ingenuity” to be viable, noting it’s worth remembering that “for every encryption, there’s a decryption.”

Biometric and AI-powered solutions make it possible for call centers to authenticate customers quickly, which helps ensure greater levels of loyalty. Recent research [shows](#) that customers are growing more accustomed to such services and even feel they are more secure than passwords or PIN codes. Although AI and biometrics can address authentication and identity theft within call centers, Woudhuysen said machines cannot replicate certain functions to the same degree that humans can.

“The tasks of growing importance, the ethical decision-making, the judgment calls ... the voice calls — that’s much harder to automate and will probably grow as an area for call centers,” he said.

AUTOMATION AND THE FUTURE OF WORK

While much has been said about the future of automated call centers, Woudhuysen explained that it’s unlikely there will be any fully AI-powered operations in the near future, and that the fear of AI or software eliminating the need for human workers is just a myth.

“One of the points that I’ve made is that with all of the fawning that Silicon Valley does to our tech-savvy, digital-native millennial friends ... the data shows that it’s actually young people who are most worried about IT or AI taking their jobs,” Woudhuysen said. “The robots are coming faster than before, but they haven’t come into your world. ... They’re growing quick from a zero base. So, there’s no need for young people to fear losing their jobs through automation. Nonetheless, they’re more prone [to do so] than older people because they’ve bought that hype.”

It remains to be seen whether the hype surrounding AI will someday become reality. But for now, and in the near future, the technology promises to offer helpful services in call centers alongside human representatives.



news and TRENDS

Voice and biometric authentications

NICE SHOWS OFF VOICE AUTHENTICATION AT CCW 2019

Authentication providers like NICE are looking to create better flows as customers begin to distrust credentials like passwords and PINs. The company is looking to [bolster](#) secure customer authentication via voice biometrics, and it unveiled such a solution at the February 2019 Call Center World (CCW) event earlier this year.

NICE presented CCW attendees with a glimpse of its real-time authentication product, which relies on phone number authentication, automation and compliance tools in addition to voice biometrics. Switzerland's PostFinance has already integrated the offering into its call centers to protect against potential identity theft and other types of fraud.

KENNEBUNK SAVINGS INTEGRATES NUANCE BIOMETRIC SOLUTION

Biometrics are seeing more real-world usage as both customers and businesses seek better authentication methods, with voice solutions in particular gaining favor

with call centers. Maine-based bank Kennebunk Savings has [partnered](#) with Nuance Communications for its voice biometrics technology offering, which it will use to authenticate customers who phone into its call center.

Nuance stated the partnership will eliminate the need for knowledge-based authentication (KBA) methods, including those such as passwords and PINs. The company's voiceprint technology allows bank representatives to authenticate users during their calls by matching voices to saved voiceprints. Voice biometrics in call centers also allow for minimal friction for end consumers, creating experiences that are as seamless as possible.

QATAR CHARITY INTRODUCES 'VOICE RESPONSE' SYSTEM

Other companies are also using voice solutions to provide faster services, even if they're not quite using them for biometric authentication. Qatar Charity (QC), an organization for disaster relief and sustainable development, has [opened](#) an interactive voice response (IVR) system, freeing live agents for more complex requests or donations while facilitating the faster completion of simpler ones. The system can answer calls, communicate instructions to callers and accept donations.



This shows that many consumers still rely on calls to make payments or complete financial tasks, and that automated biometric capabilities could eliminate the need for live agents to answer identity questions, solve payment problems or address other donation information issues.

Acquisitions and partnerships

VECTOR CAPITAL ACQUIRES ASPECT SOFTWARE

While some companies are creating their own biometric solutions or integrating technologies from partners, others are upgrading their platforms by way of acquisition. Private equity firm Vector Capital is one such firm, having [completed](#) its purchase of customer engagement software-as-a-solution (SaaS) provider Aspect Software earlier this year. The acquisition allows the former to utilize the latter's products and software in its online platform.

As a technology provider, Aspect Software focuses on customer engagement and workflow optimization, as well as other digital call center functions. Its technology suite provides self-service solutions and offerings for customers who may not want to deal with live agents. The two brands will operate as separate teams for now, with former Vector executive Patrick Dennis serving as Aspect's CEO.

FUSION BPO ACQUIRES AMERIDIAL INC.

Another company making similar moves is Fusion BPO Services, which [acquired](#) call center outsourcer Ameridial Inc. for more innovative call center customer service. The deal allows the former to upgrade customer interactions on its online channels, according to a statement by both brands.

This move allows Fusion to bolster its offerings and shift its call centers into the modern age. The merge will allow it to "deliver expanded capabilities and capacity at scale," Ameridial's president, Partho Choudhury, said in a statement.

RINGCENTRAL TO ACQUIRE CONNECT FIRST FOR CUSTOMER ENGAGEMENT

Many companies are looking to the cloud to improve communications with their end customers, and cloud-based communications solutions provider RingCentral is [shoring up](#) its capabilities with a planned purchase. The firm stated earlier this year that it would acquire cloud-based services firm Connect First, though a price and timeline have yet to be announced.

RingCentral could potentially integrate Connect First's software into its own platform. It also has a partnership with NICE, using its software to fulfill customers' needs. According to company statements, RingCentral plans to integrate its Office Platform with Connect First.

Chatbots and AI

CONSOLIDATED COMMUNICATIONS CREATES VIRTUAL ASSISTANT AGENT

While few companies are establishing new chatbots in 2019, some are still turning to the virtual or AI-powered assistants to help with simple tasks. Consolidated Communications has [created](#) a virtual intelligent agent offering to help lessen live agents' workloads by having the virtual assistant focus on simple inquiries. The company, which provides software for business communications, designed the AI with routine tasks in mind, according to a press release.

The solution relies on natural language processing to automate several tasks, allowing live agents to focus on more complex problems. It can reset callers' passwords, create appointments, accept payments, look up orders and more, freeing up live representatives to tackle complicated issues and enhance customer service.

IT COMMUNICATION, BRIGHT PATTERN PARTNER FOR CALL CENTER AI

Some call center commerce companies are turning to new partnerships to explore AI implementations. California-based IT Communications, for instance, is [partnering](#) with SaaS provider Bright Pattern on an offering to allow businesses to better communicate with other markets' customers and clients. IT Communications, which also operates in Japan, will use natural language processing software and chatbot automation features from Bright Pattern to better serve Japanese speakers, according to a statement by both companies.

IT Communications will also integrate Bright Pattern's social communication offerings on its platform, relying on it for use in social messaging platforms like LINE. Such solutions are becoming more essential for call center providers as online and text-based communication becomes the global norm for consumers and the businesses with which they interact.

AVAYA BRINGS AI, 'PRIVATE CLOUD' TECHNOLOGY TO ITS PLATFORM

Call center AI is becoming more widespread as providers offer such capabilities through the SaaS solutions they provide to businesses, banks and other financial institutions (FIs). Communications technology firm Avaya recently [drafted](#) AI capabilities into its suite of tools, with the offering capable of performing real-time transactions and "intent detection" for its clients.

Avaya is also integrating "private cloud" technology for its clients, allowing them to incorporate it and AI into their communication or call centers. The company's AI



and private cloud products are available on its OneCloud solution.

SHARPEN TECHNOLOGIES CREATES LOGIC, ACTION BOTS FOR BETTER WORKFLOWS

More companies are pushing AI and bots' data processing and logical capabilities forward. Indianapolis-based Sharpen Technologies, for one, has [created](#) "action and logic bots" to develop more seamless customer journeys for those who call or write in. These bots help clients customize their workflows, promoting consistent approaches in each channel through which customers interact.

These bots are built directly into the Sharpen platform, according to a company statement, and are not consumer-facing, instead acting as tools for live agents and call centers' back ends. This use of AI and bots has become more prevalent recently as companies turn to automated solutions to assist live agents with increasing customer request volumes.

Payments and new solutions

ANDERSON ZAKS CREATES NEW SOLUTION TO REDUCE PAYMENT RISKS

As digital payments grow, many call centers are looking to reduce the risks that come with accepting card-not-present (CNP) transactions. U.K. service provider Anderson Zaks has [launched](#) a new security offering for CNP transactions that lowers risks for call centers.

Agents typically enter card details into terminals or other applications connected to their networks, but the Zaks offering allows these details to be entered directly via PIN pads. This reduces merchants' fraud risks by removing the call center's IT infrastructure from the scope of the Payment Card Industry Data Security Standard (PCI DSS). The product was designed for merchants that require customers to verbally relay card details, but it can also be applied to pay-by-link or phone signaling solutions.

SEMAFONE, INSTAMED PARTNER FOR HEALTHCARE PAYMENTS

Establishing that transactions are safe and secure can be even more crucial when it comes to healthcare services, where both sensitive personal information and financial details are at risk. U.K. data security and compliance solutions provider Semafone has [partnered](#) with healthcare payments network InstaMed to boost security for customers utilizing the latter's network.

The partnership will allow InstaMed to use Semafone's products for safe payments over the phone, a process enabled by dual-tone multi-frequency masking to ensure payments are secure. The tool allows patients to enter their card details via their phones' keypads, rather than verbally confirming the numbers to an agent. This will also foster more trust as many consumers become warier of giving out their details over the phone.

SIXPACKABS PARTNERS WITH PCI PAL FOR PCI COMPLIANCE

According to a recent [report](#), 72 percent of call centers still accept CNP payments, making safe and compliant over-the-phone transactions a must. Health and fitness company SixPackAbs is working with call center provider PCI Pal for such charges, enabling the former to remain compliant with PCI payment regulations.

The partnership allows SixPackAbs to utilize PCI Pal's masking technology for secure over-the-phone details, meaning employees won't have access to data that customers input from their phones.

ASTERISK CREATES 'NEXT-GEN' ECOMMERCE CALL CENTER PRODUCT

Merchants are searching for call center offerings that create smooth experiences to engineer and maintain customer loyalty. Asterisk Service has [created](#) a "next-generation" call center offering with augmented and virtual reality technologies to help merchants foster such trust.

These technologies will allow call center agents to see "virtual demos" of customers' problems — for instance, highlighting product issues to recommend the best software. The solution also includes video chat capabilities.

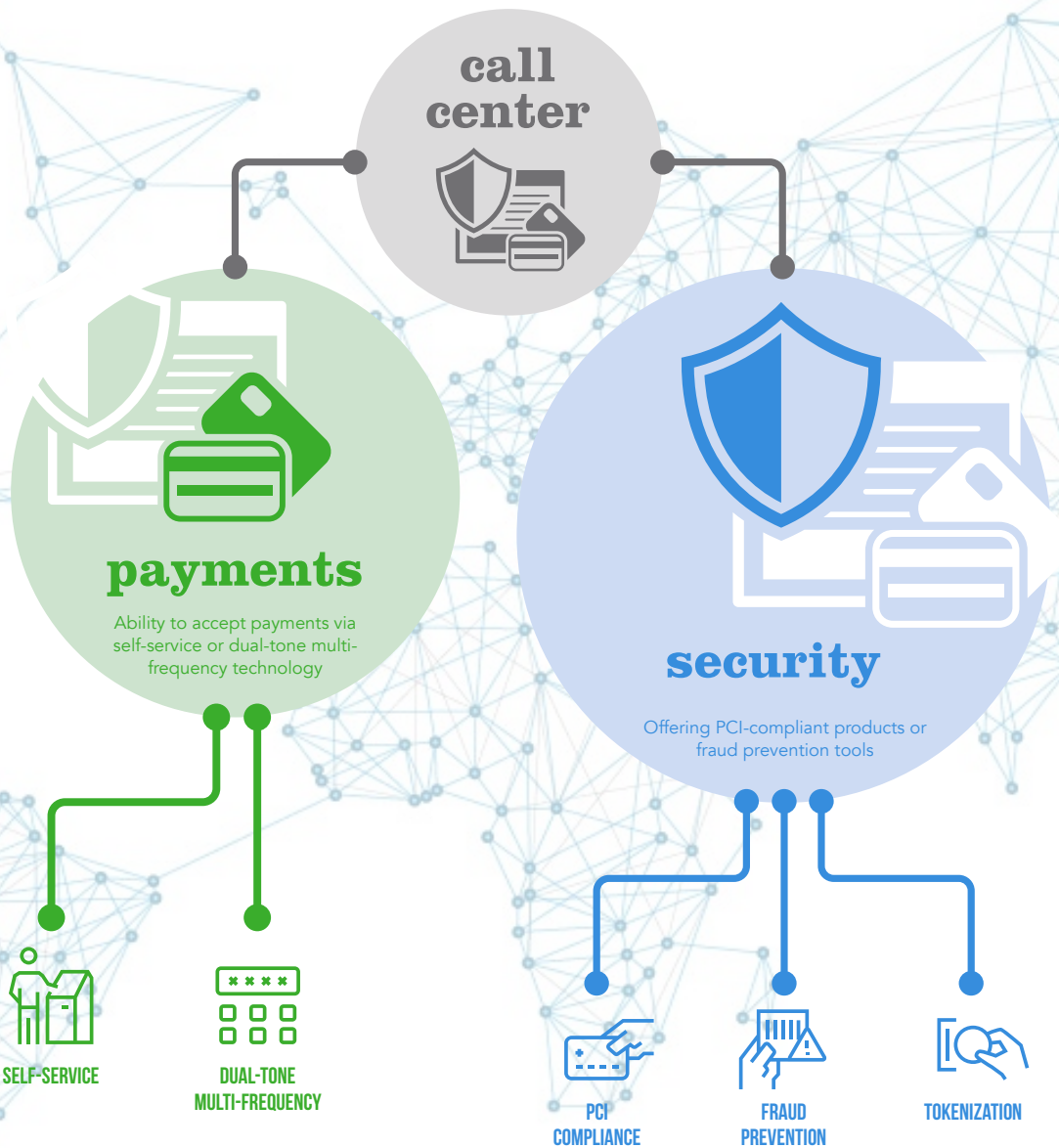
CISCO RELEASES CONTACT CENTER SOFTWARE FOR ON-PREMISE CENTERS

As call centers change, many companies still require updates to their physical locations as well as their digital capabilities. Technology provider Cisco has released an [upgrade](#) to its call center offering, Customer Journey Solutions. The upgrade includes changes to security measures and increased support for an open call center ecosystem.

These tweaks come as many call centers are turning to the cloud. Several of Cisco's enhancements help agents who still work on-site, allowing them to access streamlined digital tools to provide better customer service.

call center commerce ecosystem

The PYMNTS.com Call Center Commerce Tracker™ is designed to give a breakdown of the different players and cover the news and trends in the call center commerce ecosystem. Each month, new companies will be added to the provider directory based on movements in the space. Companies included in the directory have been sorted based on the following framework:



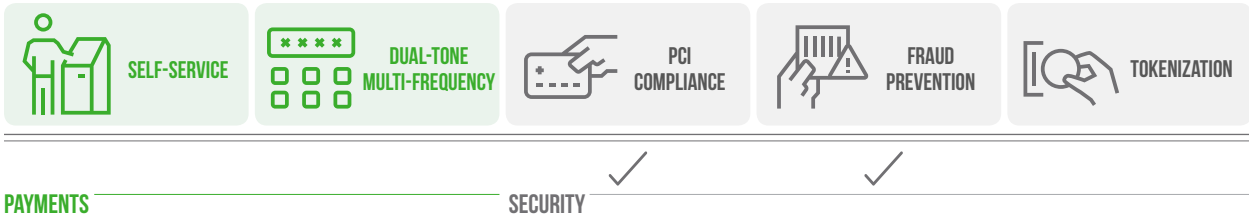
If you would like your company to be considered for inclusion in the Tracker's provider directory, or wish to have an existing listing reconsidered for an update, please head over to our [profile submission/update page](#).

point solution providers



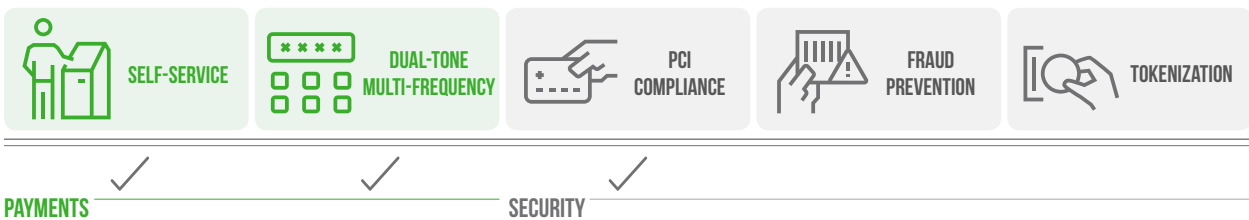
Founded: 1975

ACI Worldwide provides call center payments processing solutions. Its offerings include card and merchant management; online banking; mobile, branch and voice banking; fraud detection; trade finance and electronic bill payment, among others.



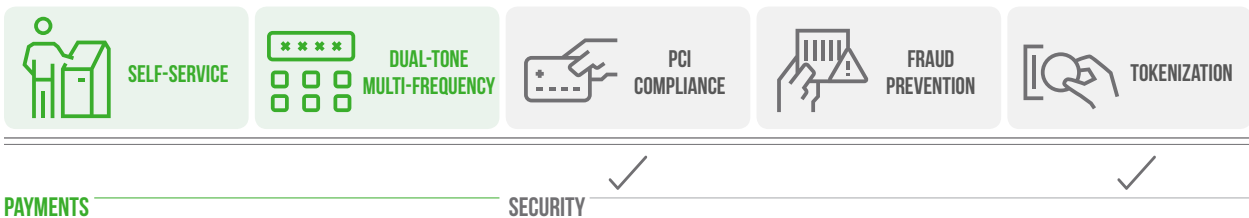
Founded: 1999

Agile Payments provides integrated payment solutions. The company's offerings are designed for software developers, featuring payment gateway integrations for SaaS and platform-as-a-service (PaaS) applications.



Founded: 1987

Auric Systems International is a call center service solutions provider. It offers PCI-compliant payments processing software and services, including tokenization, custom solutions, tokenized payments, payment applications and cryptographic key management.





Founded: 2003

Billing Tree offers electronic payment processing services for a range of payment methods, including ACH, cash, credit and debit cards, mobile payments and paper check conversion, among others.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2004

CallFire provides voice and text connectivity products to contact centers. The company's offerings include user interfaces, developer support and customer care.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY		



Founded: 2002

CallGuard is a technology company specializing in developing robust and reliable PCI DSS-compliant call center solutions. Its offerings allow sensitive data to be stored when taking card payments over the phone.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS		✓	SECURITY ✓	✓



Founded: 2001

Coalfire is an information technology governance, risk management and compliance advisory firm. It works to help clients recognize and control IT-related risks, as well as maintain compliance with all major industry and government standards.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS		SECURITY		



Founded: 2009

Cyprium provides a range of payment solutions for call centers that enable them to take payments by telephone with or without staff intervention. It provides its own PCI DSS-compliant platform.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS		SECURITY		



Founded: 1986






Enacomm offers a multi-modal self-service experience to organizations' customers via mobile, SMS, email, voice and other communication channels. The company provides organizations with hosted applications or on-demand cloud solutions.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS		SECURITY		

First Data

Founded: 1971






First Data provides a range of call center payment services. It offers merchant transaction processing; credit, debit, private-label, gift, payroll and other prepaid card issuing and processing; fraud protection; authentication solutions; electronic check acceptance and IVR services.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
PAYMENTS ✓		SECURITY ✓		

gPlex[®] Mobile Dialer

Founded: 2003






gPlex offers the gTalk Payment module, which supports over-the-phone processing of credit card payments. Agents remain in voice communication throughout the payment process and are not exposed to sensitive data, even while customers enter card information using their phones' keypads.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
PAYMENTS ✓		SECURITY ✓		

hostedPCI

Founded: 2001

HostedPCI offers a PCI solution that includes payment vault and tokenization services.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
PAYMENTS ✓		SECURITY ✓		✓



Founded: 1999

inConcert is a world class omnichannel contact center solution provider. The company's offerings include IVR, social media, predictive dialing, artificial intelligence, analytics and workforce management services.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY		



Founded: 2007

InVox offers business telephony and graphical drag-and-drop interface and IVR solutions. Its phone system is used to route calls, automate ordering and payment processes, track callers' purchase and shipment statuses, schedule appointments and place reminder calls, conduct surveys and collect feedback, update caller information into CRMs automatically, receive call notifications and hosted PBX.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2003

KomBea technologies offers PCI DSS-compliant solutions and security for call centers.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS		SECURITY ✓		



Founded: 2008

Merchant Warrior is a payments processor. Its offerings include a range of online payment solutions for worldwide merchants, including direct API, tokenization and phone payment processing.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2008

Payfone is a mobile and digital identity authentication solutions provider. It provides businesses with the ability to confirm customers' identities to enable secure and frictionless experiences across PCs, mobile phones and tablets.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS		SECURITY ✓		



Founded: 1988

PaymentVision offers integrated payment solutions for merchants, including credit card processing, ACH processing and IVR bill pay. The company's electronic payment system solutions are biller-direct and PCI-certified. It also provides automated IVR phone payments and credit and payment risk management solutions.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 1999

PCI Pal offers a pair of call center solutions known as Ansaback and CallScripter. Ansaback consists of both IP3 Telecom and PCI Pal software, while CallScripter is a customer interaction software suite developed for call centers and telemarketing operations. The suite's solutions include call recording, SMS and web services.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓		✓		
PAYMENTS		SECURITY		



Founded: 2011

Pindrop Security provides enterprise solutions to help prevent phone-based fraud. Its acoustical fingerprinting technology works to detect fraudulent calls and authenticate legitimate callers, helping customers eliminate financial losses and reduce operational costs. The company's technology can fingerprint individual phone calls to provide caller authentication.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓		✓		
PAYMENTS		SECURITY		



Founded: 2017

Regal Technologies is a payment processing provider. The company's solutions include VirtualPay, a call center payment portal designed to enable merchant reps to take advantage of real-time ACH, credit card and check verification. The solution also includes a fraud detection suite to prevent potentially fraudulent transactions.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓	✓	✓	✓	
PAYMENTS		SECURITY		

SAAVHA

Founded: 2016

SAAVHA offers a SaaS platform that helps companies secure and streamline customer interactions. The company leverages blockchain technology for identity verification and provides voice print authentication.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
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PAYMENTS

SECURITY



Founded: 2012

SecureCo delivers security, compliance and payments solutions. Its PCI DSS-compliant offerings cover web, storage, call center and payment environments to deliver 24/7 monitoring.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
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PAYMENTS

SECURITY



Founded: 2009

Semafone provides software to call centers. The company's solutions allow for secure payment processing and use dual-tone multi-frequency masking technology to prevent personal data from entering the call center and ensure compliance with industry regulations such as PCI DSS.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
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PAYMENTS

SECURITY





Founded: 1993

Sonant provides customized phone- and web-based contact automation and management, customer service and ePayment systems to a wide range of commercial and government organizations. Its all-in-one customer management, automated messaging and ePayment solutions can integrate with organizations' existing phone and data networks.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓		✓		
PAYMENTS		SECURITY		



Founded: 2010

TokenEx provides tokenization solutions for one-time, recurring and archival transaction data. The company's solutions include an enterprise data security platform that enables coupling tokenization, encryption and key management to ensure data security.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓		✓		
PAYMENTS		SECURITY		



Founded: 2007

TRUSTID is a call center technology platform provider. The company's solutions authenticate caller identities and provide security for remote banking and other telephone-based commerce interactions.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓		✓		
PAYMENTS		SECURITY		



Founded: 2008

Uniphore is an India-based technology company that provides speech analytics, a virtual assistant, voice biometrics and other solutions to enterprise customers.

- SELF-SERVICE
- DUAL-TONE MULTI-FREQUENCY
- PCI COMPLIANCE
- FRAUD PREVENTION
- TOKENIZATION

PAYMENTS

SECURITY ✓



Founded: 2001

Voicent offers call center solutions, including automated appointment reminder software, phone, email and text message broadcasting software, customer-relationship management software, computer-contained PBX systems and design software for creating customized IVR systems.

- SELF-SERVICE
- DUAL-TONE MULTI-FREQUENCY
- PCI COMPLIANCE
- FRAUD PREVENTION
- TOKENIZATION

PAYMENTS ✓

SECURITY



Founded: 2011

VoicePIN provides biometric voice authentication services. This technology enables consumers to securely log onto a system without having to remember passwords or PINs.

- SELF-SERVICE
- DUAL-TONE MULTI-FREQUENCY
- PCI COMPLIANCE
- FRAUD PREVENTION ✓
- TOKENIZATION

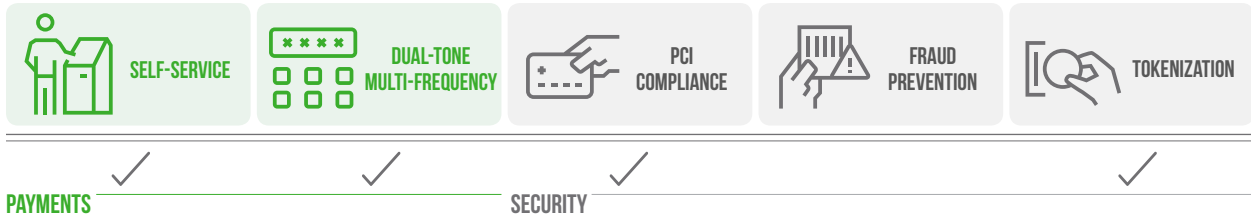
PAYMENTS

SECURITY



Founded: 1999

Waterfield Technologies is a software and professional services organization. It provides voice and mobile solutions that support customer interactions across multiple channels, improve efficiency and reduce costs.



platform providers



Founded: 2005

3C Logic offers a suite of inbound, outbound and blended cloud-based call center solutions hosted on Amazon Web Services. The company's products are based on a distributed approach that eliminates the need for legacy server-centric architecture. It offers integration with other cloud-based solutions and features multichannel communication, IVR, automatic call distribution and predictive dialer.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2005

4net Technologies specializes in call center technologies, unified communications, video conferencing and managed and cloud services. It operates in all market sectors across the globe and offers a complete communications package from design and implementation to after-sales customer support and maintenance.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓	✓	SECURITY ✓	✓	

New!



Founded: 1987

8x8 offers a call center software suite for voice response and speech recognition that includes online chat capabilities and cloud-based technologies.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓	✓	SECURITY	✓	



Founded: 2002

Aeriandi is a developer of voice security solutions. The company's PCI-compliant payment services enable clients to take payments through dual-tone multi-frequency signaling and IVR channels. The company also provides other PCI-compliant solutions, including speech analytics, call recording and call archive software.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2014

Aircall provides phone support software for startups and small and mid-sized businesses. The company's solutions include a SaaS application that enables companies to set up and manage phone support online.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS		SECURITY		



Founded: 1999

Alorica provides call center software solutions, including those designed for acquisitions, sales and customer support. It offers customer relationship management, digital services, IVR and security features.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2001

Altura offers automated payment reminders with cloud-based IVR payment solutions. Its solutions serve healthcare, government, financial services, nonprofits and other key enterprise verticals.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓		✓		
PAYMENTS		SECURITY		



Founded: 1993

Ameyo offers a call center solution platform to organizations ranging from small businesses to enterprises. The solution supports customer interactions and removes operational silos.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓		✓		
PAYMENTS		SECURITY		



Founded: 1973






Aspect provides communications and call center software solutions. The company's solutions include protocol-based voice-over, automatic call distribution, predictive dialing, voice portal, internet contact, workflow management and multi-channel recording solutions.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
		✓		
PAYMENTS		SECURITY		
		✓		

Asterisk[®]Service

Founded: 2012






An endeavor of Ecosmob Technologies Pvt. Ltd., Asterisk Service provides IP PBX systems, voice over IP (VoIP) gateways, conference servers, IVR payments and more.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
PAYMENTS ✓		SECURITY ✓		

AVOXI

Founded: 2001






AVOXI is a cloud communications provider. The company offers telecommunications and enhanced VoIP solutions, including toll-free services, call recording, call termination, cloud PBX, call center solutions, worldwide toll-free numbers, worldwide local numbers, SIP trunks, direct inward dialing numbers, virtual private network solutions, business telephone systems, VoIP phone systems and conference calling.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
PAYMENTS ✓		SECURITY		

Bluefin[®] Payment Systems

Founded: 2002

Bluefin offers PCI-validated secure point-of-sale (POS) systems that provide brick-and-mortar acceptance, call center transactions and mobile and kiosk payments. Its omni-channel POS solutions enable secure payment processing through its PayConex Platform or through its Decryptx partners as a standalone solution.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 1987

BluePay is a technology-enabled credit card payments processing services provider for enterprises, including small and mid-sized businesses. It offers call center payments processing solutions and security features like tokenization and point-to-point encryption.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2014

Callpay provides payment solutions for the payment industry and its strategic partners. Its solutions include the cloud-based Callpay Assist, Monitor and Request call center telephony payments platform, as well as products designed for call center, telephone and mobile payments.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 1999






Callstream provides cloud-based call management solutions to the insurance, travel and retail markets. Its offerings allow clients to take telephone payments, record all calls and achieve PCI compliance.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		

B R I •
• G H T
P A T •
T E R N

Founded: 2010





Bright Pattern is a multichannel cloud-based call center software provider. It provides both cloud and virtual contact center software, PCI DSS-compliant IVR and dual-tone multi-frequency payments solutions.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 1996






ChaseData provides cloud-based call center technology. The company develops solutions for blended and inbound call centers as well as outbound call management. Its services cover multichannel solutions, reporting and analytics.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
PAYMENTS		SECURITY		



Founded: 2005

Content Guru, part of the Redwood Technologies Group, delivers cloud-based call center and customer engagement solutions to hundreds of enterprises. Its offerings enable customers to make both automated and agent-assisted secure PCI DSS-compliant payments.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2006

Ciptex offers cloud communications solutions for call centers and businesses. Its solutions include integrated telephone and call center applications.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2005

Clearent is a payment processor. The company's solutions use its proprietary payments platform to simplify business for customers and increase profits.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS		SECURITY ✓		

New!



Founded: 1992

Conduit Global provides a cloud-center-as-a-service (CCaaS) platform for enterprises, offering solutions for both private and public clouds.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2004

Connect First is a SaaS telecommunications and cloud-based call center software provider. Its offerings focus on customer satisfaction and hosted solutions, including cloud routing, inbound automatic call distribution, outbound dialing, call tracking, IVR, voice broadcast, disaster recovery, predictive dialer, real-time telemetry, call data record reporting and live agent chat, among other features.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 1994

CyberSource is a payment management company that offers solutions for processing online payments, streamlining fraud management and simplifying payment security.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2006

DAKCS offers cloud and on-premise collection agency management software to support debt collection and accounts receivable management. It focuses on recording debts for medical and healthcare, financial services, law firms, governments and first-party accounts receivables.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 1996

Datatel Communication Technologies provides IVR payment solutions. Its PCI-compliant, cloud-based solutions are designed for merchants, healthcare providers, governments and nonprofits.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 1989

DATAMARK provides outsourced business services. The company offers on- and offsite digital mailroom services, invoice document processing, manual data entry, automated data capture, business continuity planning, disaster recovery, bilingual customer contact center services, storage and retrieval services and finance and accounting.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS		SECURITY ✓		

New!



Founded: 2001

Delacon is a PCI compliance solutions provider that allows end customers to send payment details via their phones. The software also removes stored credit card and payment information from agencies' desktops, screen recordings and other call center environments.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS		SECURITY ✓		✓



Founded: 1997

Delego helps companies expand their ePayment capabilities and integrates and secures their payments ecosystem with SAP using flexible and tailored solutions. Those solutions include secure cloud, proprietary tokenization and point-to-point encryption.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓		✓		
PAYMENTS		SECURITY		

New!



Founded: 1992

Dialpad creates communication solutions for enterprise companies, offering support for Slack and integration with Salesforce, among other products.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓		✓		
PAYMENTS		SECURITY		



Founded: 1997

Eckoh is a provider of customer engagement, payment and operational solutions. The company's PCI DSS-compliant solutions for call centers include dual-tone multi-frequency masking and audio tokenization. They also enable call centers to take self-service payments via IVR technology.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓		✓		
PAYMENTS		SECURITY		

New!



Founded: 2007

Elision provides cloud-based call center technology for both on-and offsite contact centers.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓		✓		
PAYMENTS		SECURITY		



Founded: 2014

EnergyCare enables customers to speak to a live operator at any time to make ACH, credit card, debit card and prepaid card payments securely and privately. The system features Spanish and English options and is available as a stand-alone service or as part of the company's customer care offerings.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓	✓	✓		
PAYMENTS		SECURITY		



Founded: 1999

E-Complish offers customer-facing eCommerce solutions, representative-facing payment portals, back-end check and credit card processing and IVR telephone payment tools.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓	✓	✓		
PAYMENTS		SECURITY		



Founded: 2001

Encoded is a Level 1 PCI DSS-compliant and ISO 9001-accredited provider of IVR payment solutions. Encoded's solutions include IVR phone payments, virtual terminal payments, agent-assisted card payments and tokenization.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 1994

Enghouse Interactive provides customer contact solutions for organizations. It offers solutions for computer and telephone integration, self-service IVR, knowledge management, operator consoles, call recording, quality monitoring, media voice services and outbound dialers.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY		



Founded: 2001

Five9 delivers cloud software for the enterprise call center market. It develops solutions ranging from inbound and outbound to workforce optimization. These include products such as automatic call distribution, IVR, Telephone Consumer Protection Act (TCPA) compliance tools and dialing solutions.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS		SECURITY		



Founded: 1990

Genesys offers a set of call center solutions covering customer engagement, employee engagement and business optimization. The company's customer engagement products include self-service, inbound, outbound and digital services, as well as a PCI-compliant payment solutions.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2000

Govolution is an enterprise electronic payment solutions provider. The company offers virtual terminals, gateway payments, web payments, bill presentation, reporting and shopping cart solutions. It also provides mobile, IVR and phone payments solutions. Its Velocity Payment System includes credit card, eCheck and debit card processing.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓	✓	SECURITY ✓	✓	✓



Founded: 2010

Intelligent Contacts offers communications and payments solutions that are PCI-compliant. Its solutions suite includes automatic call distributor groups with skills-based routing, an IVR system with text-to-speech, full call recording, automated payment negotiation and real-time data services, among others.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓	✓	SECURITY ✓	✓	✓



Founded: 1996

IntraNext Systems provides PCI-compliant software for contact centers. The company's solutions include iGuard, which enables call centers to store user data without breaking PCI compliance. It also offers Nextsys CTI, a group of computer-telephone integration capabilities to boost efficiency, improve service and reduce costs.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 1996

IVR Technology Group builds secure voice and text applications to improve overall customer experiences. The company focuses on creating offerings that boost compliance, data security and positive user interactions.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 1994

Key IVR offers automated payment services in the U.K. and internationally through Europe and the U.S. Its services include PCI-compliant payment collection IVR systems and contact center solutions like dual-tone multi-frequency suppression and sensitive customer detail masking.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		

New!



Founded: 2007

KOOKOO creates cloud-based software for call centers, using technology to allow agents to focus on complex solutions while automating simpler tasks.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓		✓		
PAYMENTS		SECURITY		



Founded: 2005

Liquid Voice provides call recording, quality management and interaction analytics solutions. Its products are developed using computer telephony integration and IVR technologies. The solutions are designed for utilities, financial services, legal, outsourced call centers and the public sectors.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓		✓		
PAYMENTS		SECURITY		



Founded: 2009

Natterbox is a British telecommunications company that offers a global cloud telephony platform. The platform provides end-to-end telephony services that are embedded and managed within the Salesforce platform.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓		✓		
PAYMENTS		SECURITY		



Founded: 1984

Netcall provides tailored, hosted, on-premise and hybrid call center solutions that support customer engagement for clients in the healthcare, public and private sectors.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2000

NewVoiceMedia develops and delivers cloud-based call center solutions for organizations. Its product list includes ContactWorld for Salesforce, an integrated solution for the Salesforce CRM, and ContactWorld PCI, which helps merchants deliver PCI DSS-compliant telephone-based credit card transactions.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2008

Nextiva provides cloud-based business communications solutions, which include automatic call distribution, IVR technology with remote and virtual agents, queuing and monitoring.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS		SECURITY		

NICE inContact

Founded: 1997

NICE inContact, part of software solutions provider NICE Systems, develops cloud-based call center solutions. The company's CXone platform provides analytics and workforce optimization solutions, a contact routing and interaction management suite and self-service products.

- SELF-SERVICE
- DUAL-TONE MULTI-FREQUENCY
- PCI COMPLIANCE
- FRAUD PREVENTION
- TOKENIZATION

PAYMENTS

SECURITY ✓

NOBLE SYSTEMS

Founded: 1989

Noble Systems Corporation provides solutions for contact centers, workforce engagement and analytics technologies. Its premise/cloud hybrid platforms include automatic call distributors, predictive dialing, blended processing, recording and monitoring, IVR, messaging, interaction analytics, workforce management and gamification.

- SELF-SERVICE
- DUAL-TONE MULTI-FREQUENCY
- PCI COMPLIANCE
- FRAUD PREVENTION
- TOKENIZATION

PAYMENTS ✓

SECURITY ✓

NUANCE

Founded: 1992

Nuance Communications provides voice recognition and natural language understanding solutions worldwide. Its enterprise segment provides customer service through voice, mobile, web and messaging channels, with inbound and outbound customer service and engagement, voice biometrics and virtual assistant capabilities.

- SELF-SERVICE
- DUAL-TONE MULTI-FREQUENCY
- PCI COMPLIANCE
- FRAUD PREVENTION
- TOKENIZATION






PAYMENTS ✓

SECURITY ✓

Paymentus

Founded: 2004

Paymentus delivers paperless eBilling and payment solutions to more than 1,300 clients across North America. Its offerings include a SaaS-based customer engagement and payment platform for direct-bill organizations.






 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



PAYMETRIC
A Vantiv Company

Founded: 1998






Paymetric provides payment acceptance solutions for call centers. The company offers an integrated, processor-agnostic tokenization solution supported by customer service, and the company's XiSecure solutions work to protect cardholder and other sensitive data.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2003

PDCflow provides PCI-compliant IVR payment solutions that support credit and debit card and ACH processing. Payment data is encrypted, tokenized and stored in a secure vault.

 SELF-SERVICE	 DUAL-TONE MULTI-FREQUENCY	 PCI COMPLIANCE	 FRAUD PREVENTION	 TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2011

Plivo is a cloud-based API platform and global carrier services provider. The company offers HTTP APIs to add voice and SMS capabilities to any web or mobile platform using web standard languages.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2000

Plum Voice provides call center solutions such as IVR platforms, systems and hosting services.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2017

Puzzel offers cloud-based call center solutions, including mobile messaging and payments features that deliver flexible and customizable customer interaction platforms.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2006

REPAY provides electronic transaction processing services for a variety of integrated end markets. Its platform provides access to a suite of payment technology products including credit and debit card processing, IVR, phone pay and text pay, among others.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 1978

RingCentral provides communications and collaboration solutions. The company's call center solution offers a range of capabilities, including smart routing, CRM integrations, workforce optimization and real-time reports and analytics.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS		SECURITY ✓		



Founded: 1998

Sabio combines technologies with a comprehensive services wrap that include business consulting, systems integration, training and managed services. Its offerings include customer contact propositions, from flexible, hosted applications to bespoke end-to-end solutions that support upwards of 20,000 agent seats.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
✓	✓	✓	✓	
PAYMENTS		SECURITY		



Founded: 2000

Serenova's cloud-based call center solution, CxEngage, connects data, people and brands for interactions, insights and outcomes. Its offerings include IVR and omnichannel payment integrations.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2011

Sharpen Technologies is a SaaS company. Its products are customizable to meet companies' specific needs and designed to help them communicate and connect with customers. It offers PCI-compliant self-service solutions, including IVR and dual-tone multi-frequency payments.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2009

SmartAction provides AI-based voice self-service software. Its Intelligent Voice Automation is a hosted IVR platform that uses natural language speech recognition and is based on an object-oriented coding framework.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY		



Founded: 1954

Stenocall is a telecommunications technology provider. Its solutions include PCI DSS-compliant services for call center payments.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
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PAYMENTS

SECURITY ✓



Founded: 2017

Speedpay provides electronic and cash bill payment services for utility, auto finance, mortgage, insurance and government industries. Its offerings include a suite of mobile payment solutions and enable bill payments from corporate social responsibility or IVR channels.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
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PAYMENTS ✓

SECURITY



Founded: 2005

Spoken Communications provides digital conversation solutions. Its offerings include a conversation-centric solution for call centers and a single AI-enabled platform for channeling, managing and analyzing digital conversations.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
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PAYMENTS ✓

SECURITY ✓



Founded: 1989

StarTek provides call center outsourcing and a menu of cloud-based management service solutions. Its offerings include IVR and secure payments applications.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
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Founded: 1998

Syntec is a telecom services provider, offering least-cost routing, network and telecommunications services and IVR. Syntec also has a PCI DSS-compliant call recording tool and a dual-tone multi-frequency payment solution.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
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Founded: 2011

Talkdesk provides browser-based call center software solutions for small businesses. The company offers real-time call monitoring and historical reports, and its Talkdesk Context solution provides up-to-the minute intelligence on customer self-service activity for live contact center agents.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
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Founded: 1997

Telax provides a cloud-based call center solution. The company offers enhanced IVR for self-service, agent call-flow scripting, multi-skill routing, CRM integration and advanced automatic call distribution. It also provides outbound and blended voice queues, automated call-back and click-to-call services, among others.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
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Teleperformance

Founded: 2003

Teleperformance provides outsourced omnichannel customer experience management solutions. The company's call center services are designed for customer care, technical support and sales. Teleperformance also provides analytics solutions and back-office services.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
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TeleTech

Founded: 1982

TeleTech is a global provider of customer engagement services and software. The company offers an integrated platform for call centers combining analytics, strategy, process, systems integration, technology and operations.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
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Founded: 2004

Ultracomms provides a range of flexible, scalable and secure phone payment handling solutions for call centers and telephone network operators. The solutions can be delivered via the cloud, integrated with the telephone network or installed locally.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 2015

Upwire is a cloud-based platform that enables users to build customer communication flows with a “drag-and-drop” module, including customer communications via email, chatbots, IVRs with voice biometric authentication and more. Its offerings also allow businesses to securely accept credit card payments over the phone or via SMS.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 1989

USAN offers hosted call center solutions connecting people with information for enterprise businesses and telecommunications carriers. The company offers network-based interactive voice response systems, courtesy and predictive dialer solutions, outbound dialers, live agent calls, computer-telephone interface routing and credit card transaction processing.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
PAYMENTS ✓		SECURITY ✓		



Founded: 1999

VCC Live is a call center and telecommunication technology provider. The company offers management services and call center functions such as digital VoIP lines, automated emails, customized SMS and dual-tone multi-frequency IVR systems.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
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Founded: 1996

Vocalcom manufactures and implements call center solutions for multi-site VoIP architectures, and its solutions include answering machine detection, voice messaging, callback, automated after-call messaging and distant listening call recording features.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
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Founded: 2005

Voxai Solutions provides consulting services and strategies to transform call center infrastructures into distributed network applications, utilizing Genesys exclusively. Its full software suite, including both self-service IVR and agent-assisted services, can be deployed in a hosted environment and is offered as a pay-as-you-go or an on-demand model.

SELF-SERVICE	DUAL-TONE MULTI-FREQUENCY	PCI COMPLIANCE	FRAUD PREVENTION	TOKENIZATION
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