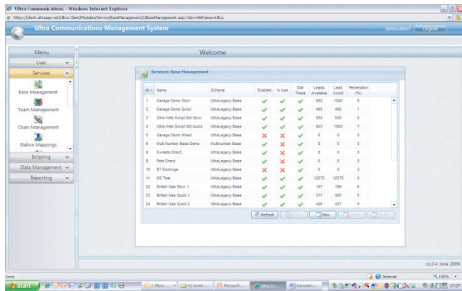


# PCI solutions & the future for Contact Centres

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## Online Reporting

## PCI compliance – do you know what it takes to be compliant?

Compliance at any time is time consuming and costly to arrange & most PCI solution offerings do not address the full issues so companies are still exposed to possible security breaches.

The main objective of PCI compliance is to prevent the card number and 3 digit security number (CCV code) being recorded ANYWHERE when businesses take payments on them. Many companies have not come to terms with how far reaching this compliance is and most have only considered the voice recording – many have still done nothing, or are unable to do anything due to current technology constraints placed upon them.

There also has to be consideration in regards to the agent, their access to the card details on the call and how the card details are recorded in any database.

There is now **more advanced PCI technology** to provide full compliance – protecting the customer, the business and providing easy compliance, safe card payments and consumer confidence.

Card details are entered by the customer by their phone keypad, while the customer and agent are still conversing, and the payment is then processed automatically for the agent.

No details are recorded anywhere and the relationship is maintained during the most important part of the call – thereby enabling simple but thorough PCI compliance. Ultra Communications provides such **advanced and unique PCI compliance** as an option to their complete network contact centre technology solutions for contact centres and these are uniquely provided with proactive 24/7/365 support.

## “The future for contact centres ... is flexible technology solutions”

Contact centres are one of the most rapidly growing forms of employment in Britain today and also one of the most controversial, having attracted some poor press coverage for the stressful working conditions which apply in some of the larger centres.

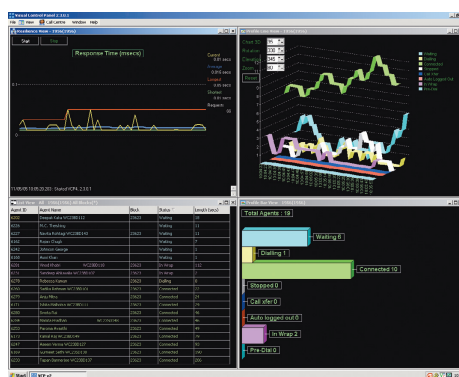
Reports have also focused on staff recruitment and retention difficulties experienced in certain local contact centre areas. Most problems appear to be associated with having large numbers of agents concentrated together in one location.

However, today's **smart company executives** can take advantage of technology so that large geographic concentrations of agents are no longer required and new contact centres can be developed in line with the company's normal modus operandi.

The availability of **network technology** which combines high-speed digital telephone networks and sophisticated software, and switching technology which underlie modern computer telephony integration (CTI), means that both inbound and outbound calls can now be routed seamlessly to any point.

Additionally contact centre operations can be managed in either a distributed or centralised manner or any combination that suits the company's executives.

## Visual real-time monitoring tool



**“Ultra’s products and services have freed us of the shackles of technology and allowed us to focus on our people and their skills in order to meet the demands of our customers & that of the business.”**

## Scalable and flexible...

The **virtual call centre**, as this technology is known opens up many opportunities for flexible management of variable workloads including facilitating the balance of work between multiple offices, maximising performance, even permitting outsourcing (whole or partial) or the use of home-workers.

Using this technology, companies can utilise and manage multiple sites, remotely-based agents, whether home-based or in another site exactly as if they were physically together in one contact centre, scaling up and down to suit business demand.

## Benefits –

### For the Centre

– there is a strong need for the flexibility of hosted/network technology for many companies that need real operational benefits and flexibility over CPE and other alternatives:

- Added scalability both up & down
- Lower Capital & operating costs
- Ability to manage costs
- Unmatched productivity
- Unlimited 24/7/365 UK Support
- Low risk trial before commit
- Evergreen, compliant solutions
- In-built disaster recovery and business continuance
- Integration & live working in days.

### For the Agents

– choice of times to work and ability to work from home for those with a disability - nearly 6% of the workforce are now home-working at least one day per week - using a computer and a telephone link to communicate with their employer.

## Working with a Partner

Ultra Communications is the **leading technology provider** of CTI intelligent hosted contact centre solutions.

Ultra's solutions offer contact centres **complete operational and financial scalability**, with more efficiency and flexibility than traditional on-site technologies; and all backed with their unique, comprehensive 24/7/365 UK support service.

Ultra works in **partnership with its clients** to help them achieve their targets and remain competitive in the market.

**Ultra invite you to try the solutions – save time and money and call now to see a live demo of the hosted solution that clients always recommend.**

**Please call 0207 965 0207 or visit [www.UltraASP.net](http://www.UltraASP.net) to make an appointment.**