



SecureAssistant

PCI-Compliant Virtual Agents

Securely Process Personal Information with Live Agents

Plum SecureAssistant is a PCI-compliant virtual agent that allows a live agent to collect sensitive and confidential customer information without actually hearing it. It also prevents data from being inappropriately captured and used on insecure recording equipment.

With information security being a major consideration for businesses, it can be risky to have callers give their payment and/or personal information over the phone to a live person who collects, mistypes or uses it with malicious intent. SecureAssistant allows the caller and the live agent to interact without a tedious back and forth conversation, and at the same time, provides a business with secure data transmission.

How Does SecureAssistant Work?

Once SecureAssistant is implemented into your contact center solution, it works seamlessly between Plum Voice's platform and your live agent. If a live agent needs to collect sensitive information during a customer call, they can enable the SecureAssistant virtual agent to accept and mask the data collected. The agent can't hear the information being given, but they can hear and participate in the rest of the conversation with the customer or patient.

What Types of Personal Content Are Ideal to Collect?

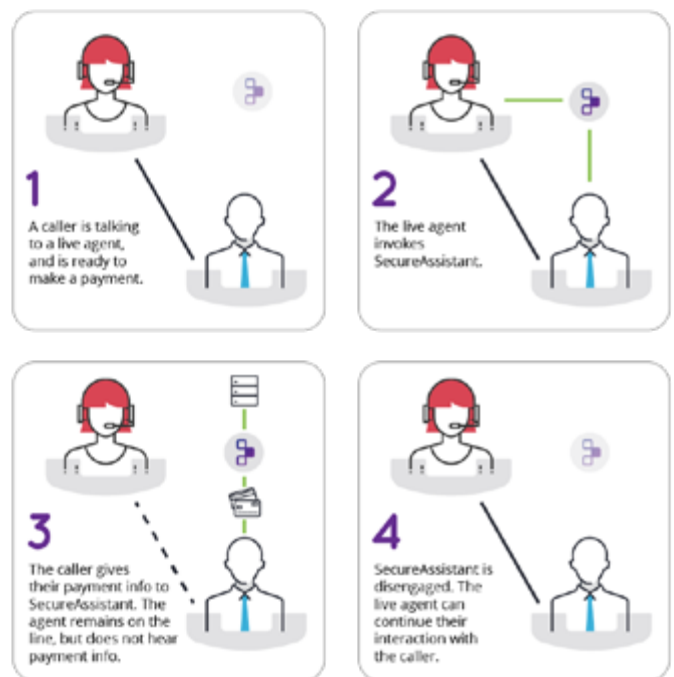
Any data that needs to be masked or concealed from a live agent - personally identifiable information (PII), protected health information (PHI) or payment details - to protect a customer or patient is ideal for SecureAssistant. Examples include masking payments details, credit card numbers, social security numbers, birthdates and other sensitive information.

PCI-DSS Compliance

By masking the collection of personal data, customers are protected from having their information heard, stolen or used inappropriately by a live agent. The business owner has peace of mind because their contact center is de-scoped from PCI-DSS requirements, thus creating PCI-DSS compliance.

Capabilities

- SecureAssistant is invoked only when needed, so it gives the live agent flexibility in managing their calls in a natural flow.
- While collecting sensitive data, the live agent remains on the line in case assistance is needed. This process reduces average handle times for agents.
- To confirm data, SecureAssistant repeats information back to the consumer only, not the agent.



Features

- SecureAssistant integrates with existing systems, including payment processing, and interconnects with multiple major telecom carriers.
- Plum Voice's platform has been PCI-DSS compliant and certified since 2013.
- The implementation of SecureAssistant is a small fraction of what it costs to comply with PCI-DSS standards across a contact center and the training of live agents.
- Information is seamlessly and securely transferred between platforms which reduces the risk of a data security breach.

Expanded Capabilities



Plum DEV is a VoiceXML (VXML) platform that enables developers to build interactive voice response systems (IVR), virtual agents (IVAs) and conversational AI solutions by generating their own code. DEV also supports dynamic multi-channel messaging applications that utilize voice, SMS and other channels.



Plum Fuse is a low-code programmable GUI environment with pre-built templates that allows developers and non-technical users to create and manage voice applications.



Delivery

Plum Voice's platform is built on a fault-tolerant and scalable cloud architecture which eliminates on-site hardware and support. It is delivered over a Tier 1 telecom infrastructure with built-in redundancy and designed for 99.9% uptime of voice applications.



Support

Expert Technical Support is included with your Plum Voice subscription. We offer 24/7 technical support for troubleshooting broken production-level applications.



Professional Services

Our in-house Professional Services team works together with you to create a strategic plan - design, implementation, QA, deployment and support - to enable a smoother transition, faster ROI and impactful results.

Security & Compliance



HIPAA
COMPLIANT



Contact us today to learn more about Plum Voice automation solutions!



Voice Automation Solutions

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