



PCI Comply For Microsoft Teams Agent Support Guide

Support Guide

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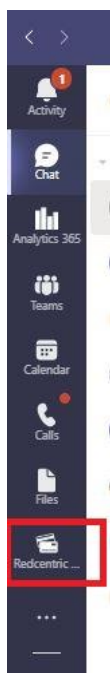
PCI Comply For Microsoft Teams Agent Support Guide

This document details the steps required in order to give a full end to end journey of a customer payment and can be used as a reference.

Workflows

Agent workflow - DTMF

Load the payment page via teams from the app menu



If needed enter the 5 digit correlation code shown on the page

Manual Correlation
Agent: Enter the characters below using your telephone keypad

##14113#

Try Again

Cancel

Now the call is in 'Secure Mode', you should see the payment page

Settle • Secure mode, keypad capture
ⓘ Customer may press # to complete or * to cancel a capture

Capture by Voice ☐ Off

Remember: Remind the customer not to speak their card details during capture

Card Number * **Start**

Card Type

Expiry Date * **Start**

CV2 * **Start**

Submit **Reset** **Cancel**

Press 'Start' next to the Card Number capture box

For each digit the customer presses on their keypad, you'll see an asterisk in the box. This enables you to see the real-time progress of the customer's payment. Once six digits have been entered, we'll display the Card Type (e.g. Visa)

Settle • Secure mode, keypad capture
ⓘ Customer may press # to complete or * to cancel a capture

Capture by Voice ☐ Off

Remember: Remind the customer not to speak their card details during capture

Card Number * **6** **Stop**

Card Type **VISA** VISA
13, 16 or 19 digit PAN, 3 digit CVV

Expiry Date * **Start**

CV2 * **Start**

Submit **Reset** **Cancel**

When the Card Number has been successfully captured, click Start on the Expiry Date capture box

If the customer makes a mistake and enters invalid data, we'll let you know by displaying an error message underneath the active field. You can then communicate the problem to the customer and use the 'Restart' button to redo the capture of that field -

Settle • Secure mode, keypad capture
ⓘ Customer may press # to complete or * to cancel a capture

Capture by Voice ☐ Off

Remember: Remind the customer not to speak their card details during capture**Card Number *** **Restart****Card Type** **VISA** VISA
13, 16 or 19 digit PAN, 3 digit CVV**Expiry Date *** **Invalid**
Expiry Date is in the past**CV2 *** **Start****Submit** **Reset** **Cancel**

Repeat for the CV2

Once all fields have been successfully validated, the blue 'Submit' button is enabled, allowing you to submit the payment -

Settle • Secure mode, keypad capture
ⓘ Customer may press # to complete or * to cancel a capture

Capture by Voice ☐ Off

Remember: Remind the customer not to speak their card details during capture**Card Number *** **Restart****Card Type** **VISA** VISA
13, 16 or 19 digit PAN, 3 digit CVV**Expiry Date *** **Restart****CV2 *** **Restart****Submit** **Reset** **Cancel**

PCI Comply will now securely pass the capture details for processing and will display the response

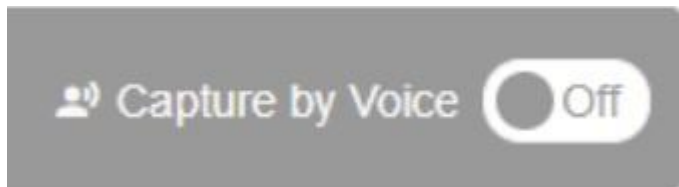
Transaction completed successfully

Outcome Status	Success
Auth Code	A0073242981
Amount	£29.95
Order Id	Md1483641Oc3748505401f
Transaction Id	33956d78-8d70-43d6-84f5-073269f1a075

Complete

Agent workflow - ASR (Automatic Speech Recognition)


If the customer needs to capture their card via Voice instead of DTMF, once the payment page is loaded using the method described above, you can toggle the "Capture by voice" button in the top right



Once the customer is connected to the Speech Capture system, you'll need to explain to the customer how the process works and continue the normal capture flows.

Example: "You will hear a beep in your ear, once you do, please start saying your card number, once done or if you have any problems, simply stop talking, you will hear another beep and I will be able to help you again with the next step".

Settle • Secure mode, voice capture
ⓘ Customer will not be able to hear you during capture

 Capture by Voice ☒


Name on Card

Mr James Test

Payment Amount *

£20.00


Card Number *

 26 seconds

Start


Card Type

Expiry Date *

 14s

Start

CV2 *

 12s

Start

Submit

Reset

Cancel

Repeat this for all capture boxes and once complete, all boxes will show stars.

Settle • Secure mode, voice capture

Customer will not be able to hear you during capture

Capture by Voice ☒

Name on Card

Mr James Test

Payment Amount *

£20.00

Card Number *

***** * Restart

Card Type

VISA

VISA
13 or 16 digit PAN, 3 digit CV2

Expiry Date *

***** Restart

CV2 *

*** Restart

Submit

Reset

Cancel

The payment can then be submitted in the same way

Transaction completed successfully

Outcome Status	Success
Auth Code	A0073242981
Amount	£29.95
Order Id	Md1483641Oc3748505401f
Transaction Id	33956d78-8d70-43d6-84f5-073269f1a075

Complete

FAQ

Can the customer still hear me during the process?

When in DTMF capture mode, the agent and customer can communicate at all times. However, the DTMF buttons the customer is pressing are removed, the agent will still hear a 'beeps' to show progress of the capture. If the customer has any problems then the agent can assist and restart any of the captures.

During Speech capture, the agent will be disconnected from the customer for each capture. A beep will be heard at the start and the end of the audio capture.

What will the customer hear during the process?

During DTMF capture the customer can hear the agent, and any buttons they are pressing. During Speech capture the customer will hear a beep at the start and end of the capture.

What if I need to take a second payment on the same call?

No problem, just load the payment page again via Teams.

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