



# ClarifyPR

## Pause & Resume for Integration with 8x8 Recording

### What is PCI DSS?

The Payment Card Industry Data Security Standard (PCI DSS) was created by leading credit card providers to protect consumers and businesses from fraud. It's the responsibility of organizations that take card payments to invest in technology and processes that prevent the storage of sensitive card data, notably the '3 digits on the back of the card'.

### How does it impact call recording?

Many 8x8 Contact Center (CC) customers want to record their calls for monitoring and quality purposes. Some have to by law, to comply with regulations including MiFID II, Dodd-Frank and HIPAA. When recording calls, they must make sure that card details given over the phone are not recorded and stored.

### What are my options?

Native 8x8 Contact Center recording offers a choice of manually stopping and starting a recording or paying for an IVR payment solution that descopes payment from the call center.

- Manual stop/start leaves you open to abuse and error
- Payment IVR adds considerable expense

That's where Clarify Pause & Resume for Integration with 8x8 comes in.

### ClarifyPR for Integration with 8x8

Clarify Pause & Resume makes sure all recordings can be automatically paused, for example, when a payment is being made over the phone. It does this by detecting when the user visits a prespecified URL, such as one associated with a payment gateway. It only resumes recording when they close or navigate away from the payment URL.

- ✓ Designed for integration with 8x8 Contact Center offerings
- ✓ No manual intervention from staff
- ✓ Reduces risks of fraud and errors
- ✓ Low cost alternative to IVR payments
- ✓ Saves vulnerable customers manually entering card details

"In all cases where calls may be intentionally recorded, entities should ensure that sensitive authentication data is not stored after authorization."



# Clarify Pause & Resume Features

Simple. Secure. Cost-effective.

Clarify Pause & Resume is designed to run in the background without intervention from the user.

- ✓ Automatic start-up when a user logs into Windows
- ✓ Automatic updates to new versions
- ✓ Easy installation
- ✓ Logs all pause & resume requests made by each user
- ✓ Automatic detection of configured URLs to pause the current 8x8 recording
- ✓ Automatically resumes recording:
  - When the browser is no longer the focused window
  - When the browser is closed
  - If the website URL does not match any of the configured options
  - If the Pause & Resume app is closed gracefully
  - If configured to resume after 'x' seconds
- ✓ App will show in the notification area of the desktop:

When the browser is no longer the focused window

  - Double click to edit settings
  - Minimizing it to the tray does not close the app, which will continue to run whilst a user is logged in.
- ✓ Clarify Pause & Resume is supported by the latest versions of Mozilla Firefox, Google Chrome and Microsoft Edge

The screenshot displays the 8x8 Interactions dashboard. It features a table with columns: INTERACTION TYPE, AGENT NAME, INTERACTION DIRECTION, INTERACTION DURATION, AVERAGE EMOTION OVERALL, CALLER NAME, and CALLED NAME. The table lists several interactions for 'EMIS User'. An orange callout box with an arrow points to one of the rows, containing the text: 'Recording has been paused while card details are taken'. Below the callout, a timeline view shows a pause in the recording process, indicated by a blue bar and a '1x' label.

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