

# Noble® Secure Payment Assist

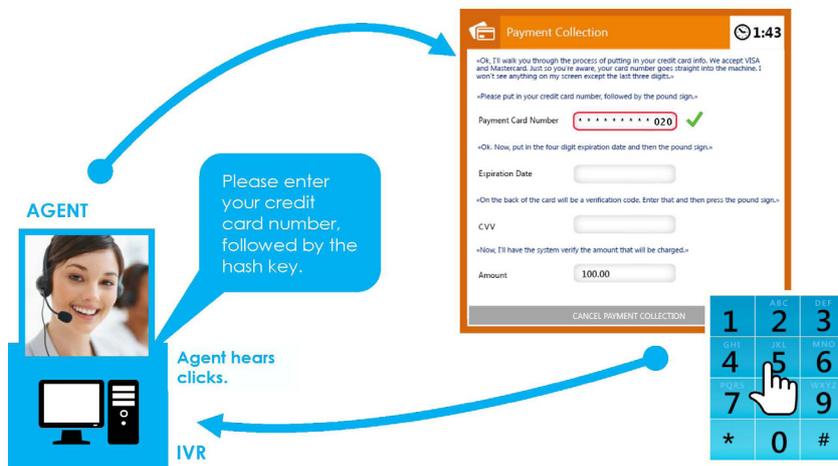
PCI-Compliant Agent Assisted Payment Processing

Securing your customers' credit card and payment information is critical, and improving data security is a leading initiative throughout the industry. Consumers want to have the peace of mind that the companies they do business with are safeguarding their sensitive data. Noble® Secure Payment Assist utilises Noble's patented technologies for agent-assisted transactions to help you manage payments in a protected environment. Using automated tools with touch-tone and data masking, your organisation can eliminate PCI scope, reduce the risk of fraud and theft, lower costs, improve agent workflows, and create a better customer experience.

## How it Works

Noble Secure Payment Assist uses our advanced Agent workflow and IVR tools to create a simple, collaborative process between the customer and the agent.

- Agent provides the required business data into the payment transaction.
- Caller provides the card data required via touchtone keypad.
- As the payment takes place, the customer's sensitive card data:
  - ... is never entered into the Noble Solution database
  - ... is never heard by the agent
  - ... is never viewed by the agent
  - ... is never part of the voice or screen recording
- Agent is always connected to the customer and follows the payment progress with your payment provider in real-time.
- Upon completion of the transaction, the customer and the agent can resume the conversation.



Noble Secure Payment Assist safeguards your customers' sensitive credit card information with protected, agent-assisted transactions.

- Agents do not see or hear credit card details being entered
- Credit card details never enter the database
- Agents are available throughout the call to provide assistance if needed
- Workflow and payment scripts are fully customisable
- Companies can manage PCI Compliance and reduce risks while improving the customer experience

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