



PCI Compliance Call Recording Bundle

Discover a flexible and secure way to protect cardholder data in compliance with the PCI DSS

The Payment Card Industry (PCI) Data Security Standard (DSS) has become the gold standard for helping to alleviate vulnerabilities and protect cardholder data. Uptivity's PCI compliance recording solution bundles several modules and features to assist users in remaining compliant with the PCI DSS.

Prevent the recording of sensitive authentication data

The PCI DSS prohibits the storage of sensitive authentication data (SAD) (CAV2/CVC2/CVV2/CID and/or PIN values) after authorization. This includes data stored in audio recordings. The Uptivity Discover Suite automatically prevents SAD from being recorded through pause and resume functionality, or "blackouts." Blackouts use start and stop triggers to define the beginning and end of the portions of calls containing SAD. The recording of both voice and screen is paused during those times, ensuring that sensitive data is not stored.

Desktop Analytics detects on-screen activity and prevents SAD from being recorded by automatically pausing voice & screen recording during portions of the call that contain sensitive data.

Automate recording blackouts through desktop analytics

Uptivity's desktop analytics module, automatically detects where individual fields exist within third-party application user interfaces. This enables triggers to be established based on agent activity, such as a mouse's movement to a payment card processing application, without the need for custom development.

Protect your data from every angle

256-bit file-level encryption

Uptivity's PCI compliance bundle stores your audio and video using on-the-fly 256-bit file-level encryption. Stored files cannot be read (decrypted) without using the correct password/key file(s) or correct encryption keys, so your data remains protected and secure.

PCI Compliance Bundle Benefits:

- Enables compliance with the PCI DSS.
- Automatic blackout feature prevents the recording of sensitive authentication data (SAD).
- Secure storage and transmission of all audio and video recordings.
- Configurable data archiving complies with PCI DSS and business rules.
- Control and report on who has access to customer interaction data.

Bundle Incorporates:

- Uptivity Discover Suite – Call recording, quality management, coaching and training, reporting, API/SDK.
- Desktop Analytics – Automates recording blackouts.
- File-level encryption

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Network encryption

Discover utilizes Secure Sockets Layer (SSL) encryption for all client-server communications, in both recording and playback modes. All data is encrypted prior to and during recording. This includes video being streamed from a workstation and any audio being transmitted from a remote server to the core file storage location.

Role-based permissions

Discover's robust security features include hierarchical role-based permissions. This feature provides the ability to set granular security controls, allowing only qualified users to access or export audio and video recordings. Permissions can be customized based on a user's job responsibilities.

Password security

Discover has security settings which force password adherence to the PCI DSS. Passwords are required to be at least seven characters in length and contain both numeric and alphabetic (both upper and lower case) characters. Additionally, users are required to change their password every 90 days and not re-use the four most recent passwords. Users are required to re-authenticate after 15 minutes of idle time, and access is blocked after six incorrect login attempts.

Monitor access to data

Discover includes an extensive activity tracking system supported by a database of all system activity. This allows administrators to conduct full trace audits to determine who has accessed any recording in the system for playback, export or any other critical functions. System logs are critical for forensic investigation in the case of a compromise.

Data archiving and purging

In addition to flexible recording configuration and secure storage, Discover allows you to create customizable archival rules that enable records to be auto-archived and/or purged in compliance with both business rules and PCI regulations.

Learn More:

To learn more about PCI, please visit www.uptivity.com/pci for access to additional resources:

- *Call Recording and PCI Compliance* whitepaper
- *Protecting Telephone-based Payment Card Data* PCI DSS information supplement
- Additional info on Uptivity's PCI compliance bundle

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What boosts the bottom line for any company with a contact center? How about getting the best that every agent can deliver from their first day on the job and constantly optimizing contact center management and performance?

Only NICE Uptivity gives you the tools you need to continuously improve every aspect of each step of every agent's life cycle and enhance customer satisfaction. You get exactly what you need thanks to a modern, integrated, and easy-to-use suite of tools that offers a unified system for performance management, workforce management, speech analytics, call recording and more. Unparalleled customer service and support from our in-house staff combine with a better bundle for a better value, and a lower total cost of ownership.