



# Clarify PCI for 8x8

Automated pause and resume for PCI compliant 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. However, to satisfy PCI regulations, **they must make sure that card details given over the phone are not recorded and stored.**

## What are my options?

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

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

**That's where Clarify PCI comes in.**

## Clarify PCI for 8x8 Contact Center (CC)

Clarify PCI for 8x8 makes sure that all recordings are automatically paused when a payment is being made over the phone. It does this by detecting when the user moves to the payment gateway URL to input the card details. It only resumes recording when they close or navigate away from the payment URL.

- ✓ Designed for 8x8 Contact Center recording
- ✓ Supports PCI DSS best practice
- ✓ No manual intervention from staff
- ✓ Removes 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.”**

PCI DSS 'Protecting Telephone Based Payment Card Data v 3.0  
[www.pcisecuritystandards.org](http://www.pcisecuritystandards.org)



# Clarify PCI features

## Simple, secure and cost-effective compliance

Clarify PCI for 8x8 is designed to run in the background without intervention from the user. PCI compliance has never been easier or more affordable.

### Simple, secure and cost-effective compliance:

- ✓ Automatic start-up when a user logs into Windows
- ✓ Automatic updates to new versions
- ✓ Easy installation (8x8 Work not required)
- ✓ 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 PCI app is closed gracefully
  - If configured to resume after 'x' seconds
- ✓ App will show in the notification area of the Windows 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 PCI is supported by the latest versions of Mozilla Firefox, Google Chrome and Microsoft Edge

