

Are your Call Recordings PCI Compliant? Redact Sensitive Data with CallMiner Redactor

CallMiner Redactor uses speech technology to automatically remove PCI sensitive authentication and cardholder data from your incoming call recordings or call recording archives. When PCI sensitive information such as account numbers or security codes is spoken, the audio is muted—taking your contact center recordings out of PCI scope.



Agent

Can I please have your credit card number?

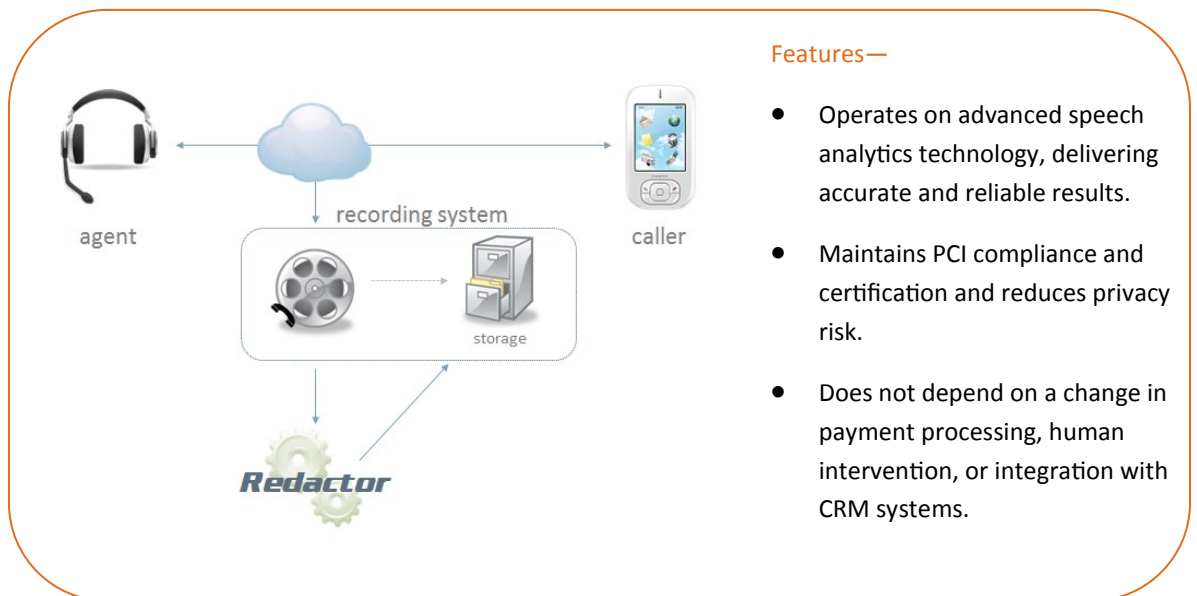
Sure. It's _____

_____ ...



Customer

- 1 Recognize speech
- 2 Pattern for language
- locate strings of numbers in context of payment language
- 3 Mute sections of audio containing sensitive authentication data



Features—

- Operates on advanced speech analytics technology, delivering accurate and reliable results.
- Maintains PCI compliance and certification and reduces privacy risk.
- Does not depend on a change in payment processing, human intervention, or integration with CRM systems.

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