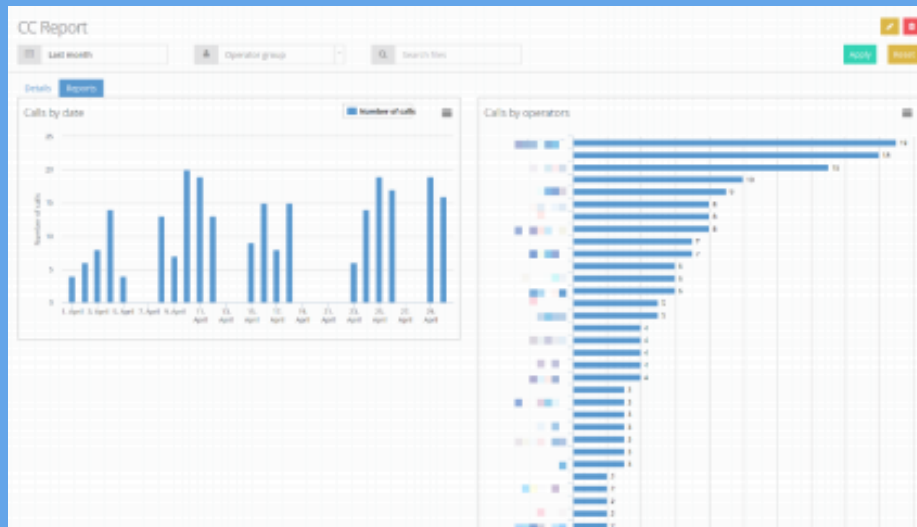


Reference Case:
Advanced **VoiceAnalytics**
helps customers identify and
remedy **Potential PCI
Compliance Breach**



Advanced Voice Analytics helps customers identify and remedy potential PCI compliance breach.

Following the installation of a new telephone system and call recorder, Avoira was approached by a contact center customer who wanted to ensure their agents were correctly following PCI compliance procedures and correctly suppressing call recordings when taking payment card information.



54203 calls
2113 hours

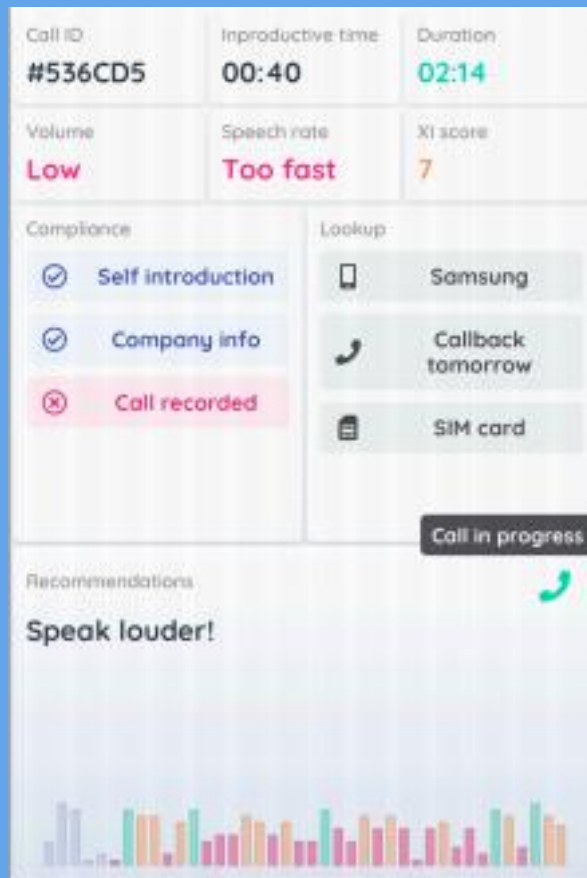
Using Xdroid's VoiceAnalytics, Avoira took a month's worth of call recordings (which were pulled from the Red Box recorder automatically after API integration). These calls were processed and scanned for specific non-dictionary words and phrases to identify incorrect suppressed calls.

A total of 54203 calls (2113 hours) were analyzed in approximately 48 hours, using swarmed servers (taking additional compute power from cloud-based servers and applying that power to the instance that needs it to process large amounts of data rapidly).

By creating a custom report within VoiceAnalytics, a set of specific criteria was generated to identify potential breaches. By scanning these calls for specific, PCI related, words or phrases such as expiry date, card number, Visa, Mastercard etc., Avoira isolated specific calls that were potentially in breach of PCI rules.

Upon process completion, a total of 246 calls that met these criteria were found. Although this is only a small percentage of calls (less than 0.5%), the potential impact on the customer could have been massive.

Advanced Voice Analytics helps customers identify and remedy potential PCI compliance breach.



PCI Compliance

The output of the Voice Analytics custom report provided an overview of the calls, broken down by day and by agent, including the call details, to allow for playback of the subset of calls. By providing the customer with this information, they were able to quickly identify the most prolific agents and offer immediate support and training. The customer was then able to further effectively manage the situation by manually analyzing a far smaller and manageable set of calls.

In a small set of calls several false findings came to light. This owed to a promotional campaign that had been running in conjunction with one of the card providers in the months previous with VoiceAnalytics picking up the provider name and including the calls in the results.

After completion of the remedial work, Avoira's customer was able to use the GDPR compliance module to remove the calls that did breach compliance. Running the report for the following month showed a vast improvement. Following remediation work and further agent education, calls meeting the report criteria reduced massively, to less than 0.25%.

As well as all the other functions and features that Xdroid's VoiceAnalytics has brought to this particular customer, being able to search for specific items in a call granularly, proved invaluable. They now use the system to positively demonstrate the effectiveness of marketing campaigns by scanning for specific product and vendor names in order to gain additional marketing funding, turning a previous 'cost' into a revenue generation tool.

Summary:

By using Xdroid's VoiceAnalytics to scan call recordings for specific non-dictionary words and phrases, Avoira's customer was able to identify where a call had not been suppressed correctly and was potentially in breach of compliance.

- 54203 calls (2113 hours) analyzed in around 48 hours
- 246 calls (less than 0.5%) found to be in potential breach of compliance
- Most prolific agents targeted immediately with training
- Manual analysis of smaller subset of calls allows for specific, targeted training and identified a small set of false positives
- Further remedial and ongoing training provided
- Removal of offending recordings easily facilitated
- Ongoing monitoring of calls shows a reduction of occurrences by over half with pro- active actions in place to further reduce



About Xdroid & Avoira

THE
TRUTH
WILL
SET YOU
FREE

Xdroid is an independent, privately-owned software development company. This enables us to respond to changes quickly.

We believe that the truth will set you free

Our Artificial Intelligence solution, based on deep expertise, will reveal the truth about your customer interactions.

Analytics knowledge is the backbone of our development team.

Years of experience in developing high tech software for contact centers of financial institutions, utility companies, telecom operators, etc give us an incredible edge.

Avoira offers a broad portfolio of Radio and Business Communication specialist products and services. Solutions offered under this umbrella include traditional, VoIP and hosted business telephone systems, mobile network and consultancy services; wireless and data networking; and managed services.



Agile solution
Cutting edge technology
Profound Industry knowledge

Headquarters

Hendrik Consciencestraat 1B
2800 Mechelen, Belgium
Tel +32 2 791 65 34
Info@xdroid.com

Research & Development

Záhony utca 7. Building C
1031 Budapest, Hungary
Info@xdroid.com

UK Representative office

Salford Street, Bury BL9
6YA Lancashire,
United Kingdom
Tel: +44 161 763 2015
UKSales@xdroid.com