



## AI-POWERED DATA PROTECTION FOR YOUR CUSTOMERS AND YOUR BUSINESS.



### We Understand the Risk Every Company Faces

Every single time one of your customers provides a credit card number to one of your agents over the phone, your company is subject to PCI DSS regulations. These compliance laws require your organization to remove payment card (PCI) data from your call recordings and transcripts.

In the past, companies that have failed to remove PCI data have been breached, exposing their customers to the lasting damage of data and identity theft. The cost to the company can be catastrophic, with fines ranging between \$5,000 and \$500,000. Meeting PCI DSS requirements is an overwhelming task for any company, but Telesystem is here to help.



### Telesystem AI Delivers Security and Compliance

Our AI can automatically detect when sensitive customer data occurs on a call recording and securely redacts it not only from the audio file, but also from the call transcript. This process makes stolen call data useless to thieves. But that's not where our data security measures stop.

Telesystem secures your Cloud recordings and transcripts with 256-bit encryption on our regularly pen-tested Telesystem Call Network. Even if you choose to store your calls onsite, our redaction and encryption protect your customers from exposure. With Telesystem, your company never needs to be blamed for the loss of customer data.

## 3 LAYERS OF PCI SECURITY

Through its PCI DSS module, Telesystem scrubs personal financial data across 3 vulnerable layers, providing maximum security for your institution and your customers.



#### Audio Redaction

Audio Redaction permanently removes any sensitive spoken data from call recordings. Upon playback of a call, Telesystem masks the audio file across the call segment where PCI redaction occurred. The lock graphic above shows such an instance. Since the audio has been permanently scrubbed, Telesystem skips this time segment and jumps to the next segment.



#### Transcription Hashing

Transcription Hashing removes financial and sensitive customer data inside your Telesystem Speech-to-Text transcriptions, replacing the sensitive text with hash marks, signifying that PCI data has been removed.



#### Cloud Encryption

Cloud Encryption conceals the data on the Telesystem Call Network with 256-bit AES rotating encryption.

**Fuel Innovation. Drive Revenue.  
Modernize Customer Engagement.**