Integration Overview

This AWS Quick Start deploys and configures a set of Lambda functions and one DynamoDB table, providing a simple and seamless integration between Amazon Connect and PCI Pal’s Agent Assist Solution.

PCI Pal® is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss.

PCI Pal’s Agent Assist solution utilises DTMF (Dual Tone Multi Frequency) masking technology, as well as Speech Recognition for customers who can’t to use their telephone keypad, to provide companies with a secure way of handling payments by phone without bringing their environments in scope of Payment Card Industry Data Security Standard (PCI DSS).

We integrate with the call flow and at the point of payment, intercept any keypad tones or speech from the customer. This way the agent does not hear or see the card data, all they see are asterisks on the screen. The customer and the agent can still converse throughout the process but the sensitive card data, the PAN and the CSV, are prevented from reaching the agent or your environment, drastically reducing the scope of PCI Compliance.

For more information visit [www.pcipal.com](http://www.pcipal.com) or talk to [PCI Pal directly >>](https://www.pcipal.com/en/contact/).

Deployment Steps

To add Agent Assist to Amazon Connect

1. [Sign up for an AWS account](http://docs.aws.amazon.com/connect/latest/adminguide/gettingstarted.html#sign-up-for-aws), if you don’t already have one.

Getting an account will automatically sign you up for Amazon Connect and all other AWS services.

1. [Create a new Amazon Connect instance](http://docs.aws.amazon.com/connect/latest/adminguide/gettingstarted.html#launch-contact-center) for the integration, or [use an existing instance](https://console.aws.amazon.com/connect/).
2. [Contact PCI Pal](https://www.pcipal.com/en/contact/) if you’re not already a customer.
3. Deploy the integration.

Complete the parameter fields. Deployment takes just a few minutes. Amazon Connect integrations are currently supported in the US East (N. Virginia) Region only.

1. Configure the integration.

Follow the instructions in the *[*[*integration guide >>*](https://github.com/cesar-branco/pcipal-amazon-connect/raw/main/docs/PCI_Pal_integration_guide_amazon_connect_20210223.pdf)*]* complete configuration tasks. [Provide a link to a document on your website that describes post-deployment tasks, if any.]