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 service.

PCI Pal provides secure payments over the phone services, for payment card industry (PCI) descoping of the contact centre, by removing all sensitive data from the voice stream (credit card or other data), in real time, while the agent is in constant 2 way communication with the end customer, guiding the payment process. This is called agent assist and guarantees no PCI data ever reaches the agents desktop or phone.

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 PCI Pal 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* to complete configuration tasks. [Provide a link to a document on your website that describes post-deployment tasks, if any.]