

# Chat payments? Sycurio does that.



Switch  on payments  
in any channel with Sycurio.Digital

Webchat's immediacy and ease of use make it a preferred channel for many consumers. With Sycurio.Digital, payment links can be seamlessly integrated into chats, whether handled by a live agent or an AI-powered chatbot. These links can be inserted either automatically or manually, providing a convenient, fast, secure, compliant and flexible payment method without interrupting the conversation.

52% of customers are more likely to **remain loyal to a company** that offers live chat support.

52%

38% of customers are more likely to **buy from a company** if they offer live chat support.

38%

79% of businesses say that providing live chat features **positively affects their sales, revenue, and customer loyalty.**

79%

On average, live chat results in a **48% surge in revenue per chat hour and a 40% increase in conversion rate.**

48%

## Give your customers the power of choice with webchat payments

Better for your customers, better for your organization.

- **Seamless CX:** Your customers can make payments without ever leaving the chat or switching to a different application – creating seamless and convenient payment experiences, reducing friction, and improving customer satisfaction
- **Improved conversion rates:** By removing the need for customers to navigate to a separate payment channel, you're able to experience reduced drop-offs in the payment process, leading to higher conversion rates and increased sales
- **Instant payment confirmation:** With status updates in real time, customers can receive immediate payment notifications or receipts within the chat interface
- **Offer alternative payment methods:** Give your customers more choice and flexibility with how they pay – digital payment wallets (Apple Pay, Google Pay, PayPal), instant bank-to-bank transfers, and tokenization services
- **Enhanced analytics and insights:** Unlock valuable data and insights on customer payment behavior by enabling payments within your webchat solution to identify trends, optimize payment processes, and make informed business decisions
- **Streamlined support and issue resolution:** If your customers have a payment-related question or issue, they can directly communicate with agents in the chat, enabling quicker response times, efficient issue resolution, and improved customer support
- **Multi-device accessibility:** Empower your customers to make payments from various devices – whether they're on desktop or mobile, customers can conveniently complete their transactions at home, work, or on the go

# 4 simple steps to use Sycurio.Digital with your webchat solution.

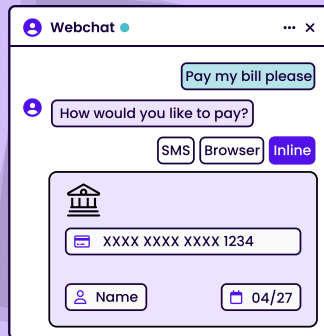
1

Create payment links via our robust API or by using our plug-and-play UI that can be deployed within hours



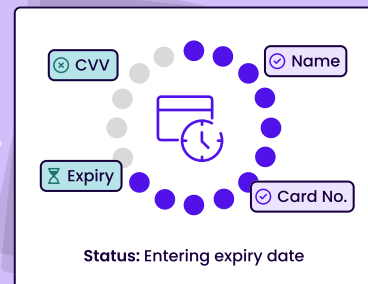
2

Automate, embed, or paste the link into your webchat solution



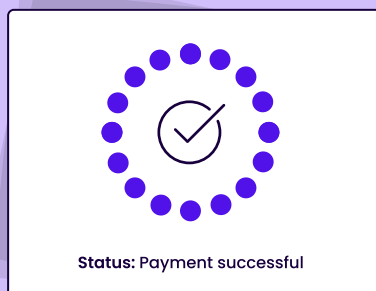
3

The customer follows the link to your Sycurio payment capture page and makes their payment using a card, digital payment wallet, or instant bank transfer. Your agents have live visibility throughout every stage of each transaction.



4

We confirm the transaction has been completed and send the confirmations. Easy, fast, and flexible



Enable your teams to handle payments directly within your webchat solution

- Place automated or manual Sycurio.Digital payment links directly into your chat application
- Enable your customers to pay without ever having to leave the conversation
- Live tracking feature allows agents to follow payment status and guide the entire interaction in real time
- Deliver faster and more efficient human-guided transactions that lead to measurably better CX

# Enable live payments in your chatbots and voicebots.

## Seamless and secure payments for AI-powered channels

The demand for 24/7 customer service is on the rise, and while chatbots and voicebots can manage complex customer interactions, entrusting them with payment information is challenging and would bring your entire environment into PCI DSS scope. Sycurio.Digital solves this problem by descopeing the AI/bots, allowing them to securely and easily handle payments without requiring your customers to switch channels to make a secure payment.



Worldwide retail spending on chatbots is set to increase by 470% over 5 years, growing to,

# \$72 billion

by 2028

Businesses can reduce customer service costs by up to,

# 30%



by deploying a conversational chatbot

Sycurio's payment link API enables you to create flexible payment links and voice-based payment transaction processes that can be dynamically embedded into your chatbot and voicebot applications.

## Automate seamless payments in your AI chatbots and voicebots



Sycurio's robust API enables integrations into both text-based and speech recognition environments



A single solution across all payment CX that can adapt and grow without additional compliance complexity

## Digital payments in every channel.

### Switch on Sycurio.Digital

Get in touch today to learn more about harnessing the power of digital payments and how you can take secure payments in your chat channels.



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