One platform, limitless payment options in your customers' preferred channels.
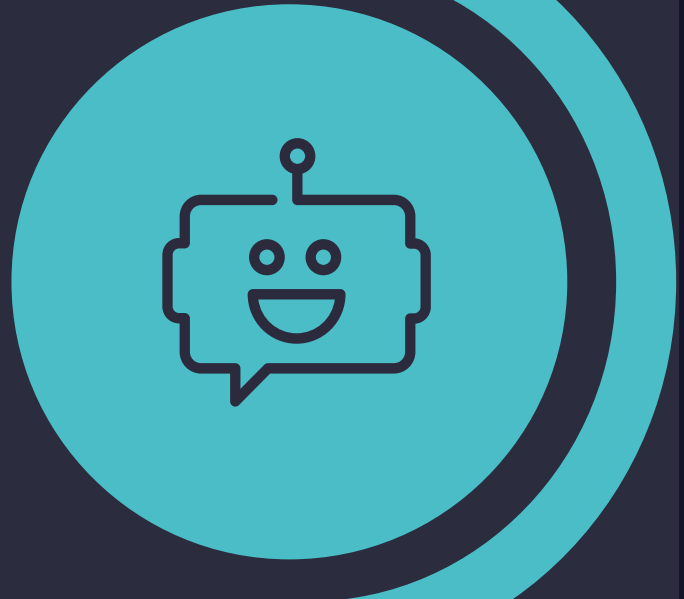
Sycurio.Digital

Switch⬤n the ultra-flexible omnichannel payment link platform.

Your customers are increasingly demanding quicker, seamless online transactions in their preferred channels. Is your organization ready to accommodate this and keep your customers coming back?
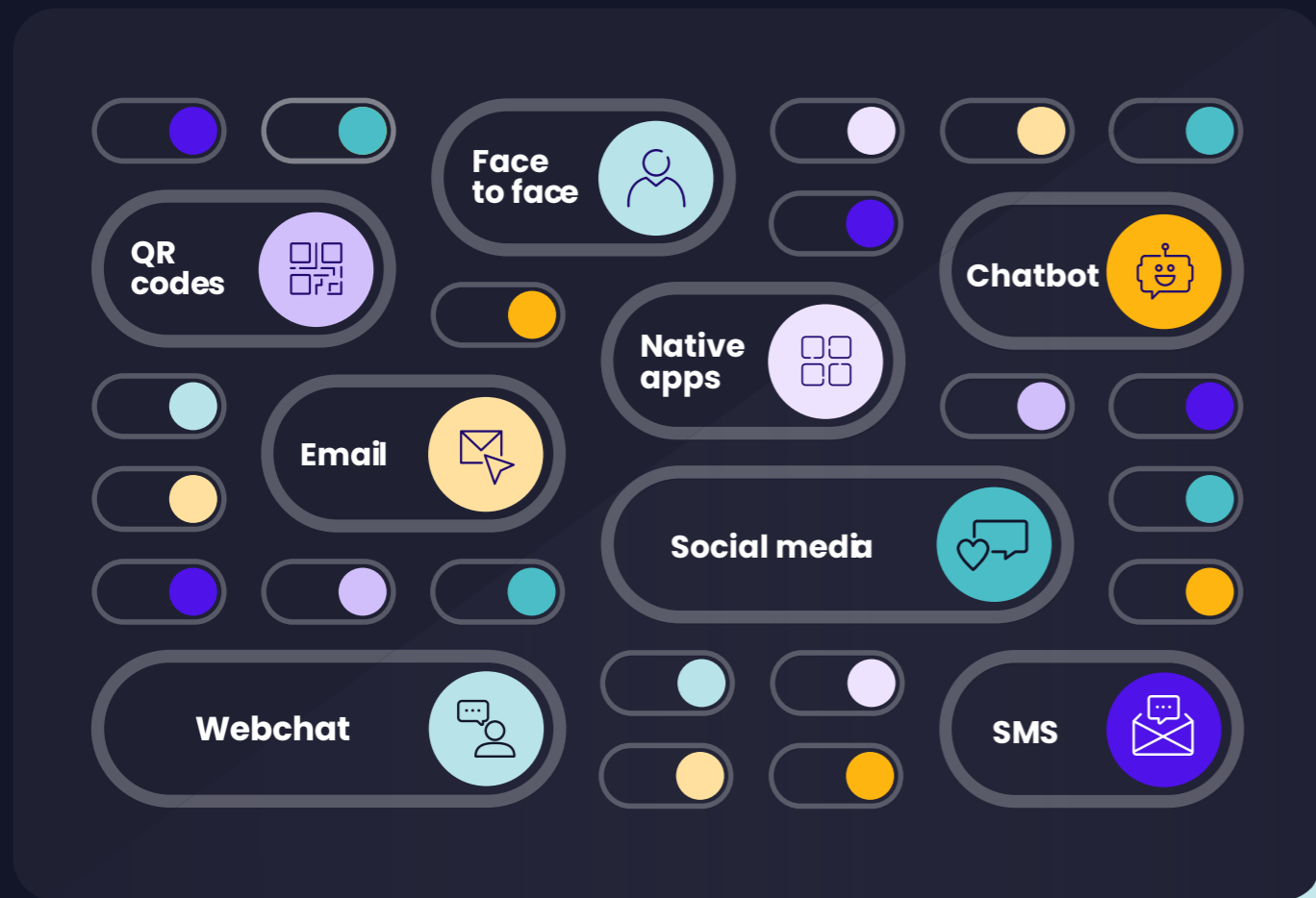
Switch over to Sycurio.Digital's convenient, fast, and flexible digital payment experiences for business. Providing automated payments through webchat, chatbot, mobile applications, SMS, QR codes, and other digital channels - offering customers a choice of secure omnichannel payment options for easy and secure transactions.
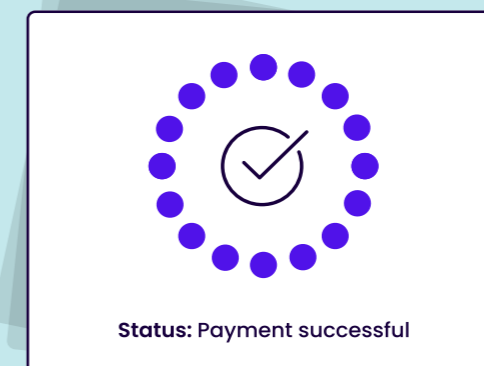
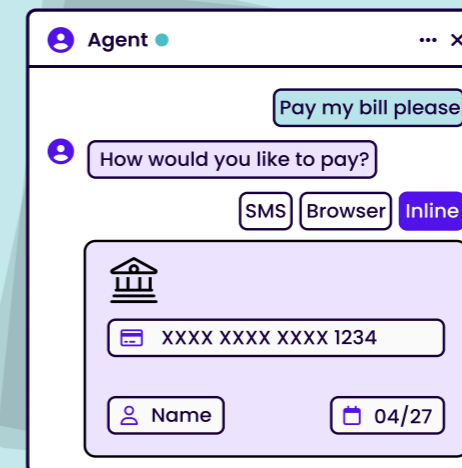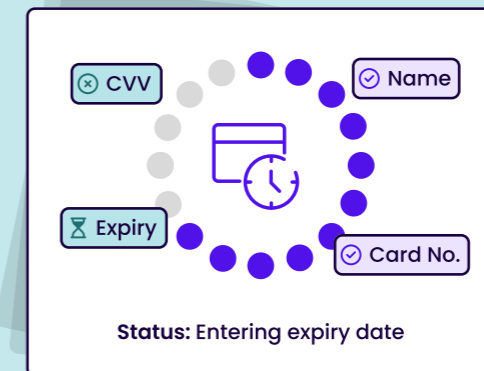No matter the type of platform - from AI to CRM, CX, and beyond - Sycurio.Digital empowers your organization to add payment capabilities to your existing systems and infrastructure with minimal effort. Using Sycurio's comprehensive API or plug-and-play User Interface (UI) you can be up and running in hours, accelerate your digital transformation and precisely configure payment flows in every channel.

Empower your customers with the freedom to pay through any channel.

Sycurio.Digital provides your organization with a comprehensive payment solution, allowing you to serve and transact with customers through their preferred channels and payment methods.

Face to face

QR codes

Chatbot

Native apps

Email

Social media

Webchat

SMS

Choice: The Sycurio.Digital difference.

⊗ CVV   ⊘ Name

⧖ Expiry   🔒 Card No.

Status: Entering expiry date

👤 Agent   ⋯ ✕

Pay my bill please

How would you like to pay?

SMS Browser Inline

XXXX XXXX XXXX 1234

👤 Name   📅 04/27

Status: Payment successful

Strengthen your CX and boost **customer loyalty**.

Today's multi-channel, digital-first customers always expect convenience. As experienced online shoppers, they are experts at using multiple devices, channels, and touchpoints so they can shop anytime, anywhere. Almost all consumers expect to be able to seamlessly switch between channels when researching products and services or ultimately making purchases.

If your organization isn't prioritizing an omnichannel payments strategy and you're asking your customers to switch channels in order to complete a transaction, you're much more likely to lose them. Channel switching results in a poor customer experience and a reduction in transaction success rates. Simply put: if your payment experiences are not convenient and easy, customers will take their business elsewhere.

Sycurio.Digital offers fast and flexible digital payments in every channel. Omnichannel payment methods provide organizations with the ability to offer customers more choice at checkout, delivering better payment experiences, higher transaction success rates, and increased customer loyalty – resulting in a better bottom line for your business.

Did you know...

Companies with omnichannel customer engagement strategies retain

89%

of their customers

Companies with strong omnichannel customer engagement experience a

9.5%

increase in annual revenue

Sycurio's payment platform **API.**

Switch to the **payment integration that works best** for **your organization.**

Whether you prefer to use our robust API or utilize our rapidly-deployed UI, Sycurio.Digital has an omnichannel payment solution that fits any organization.

Our API infrastructure is built for enterprise: it's reliable, proven, and surprisingly simple to deploy and use. We've been supporting global enterprise payment environments behind the scenes for nearly two decades, all while protecting organizations and their customers 24/7/365. We know how to build and integrate robust payment services that keep customer experience top notch and your contact center secure and PCI DSS compliant.

It's your choice on how to integrate with us and we support multiple API formats (JSON and XML) to suit your developer/environment preference. We're here to help you create the perfect payment integration that is right for your customers and your business.
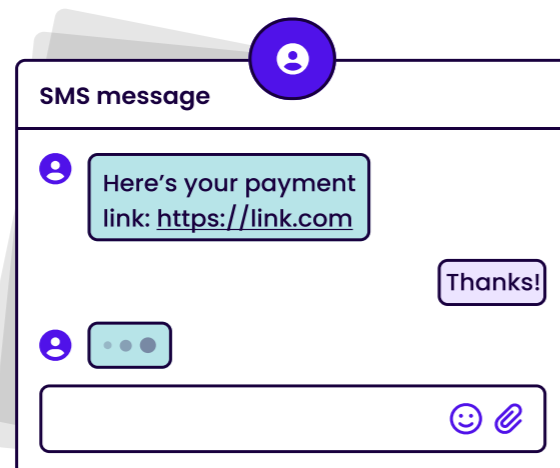
Embed or paste payment links into your preferred channels
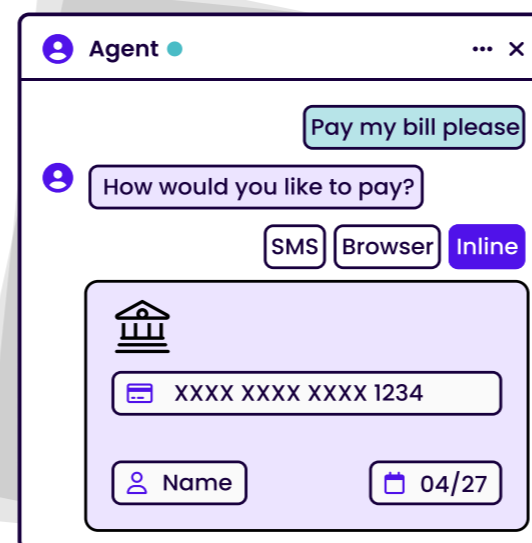
Customers follow the link to your Sycurio payment capture page and make their payment
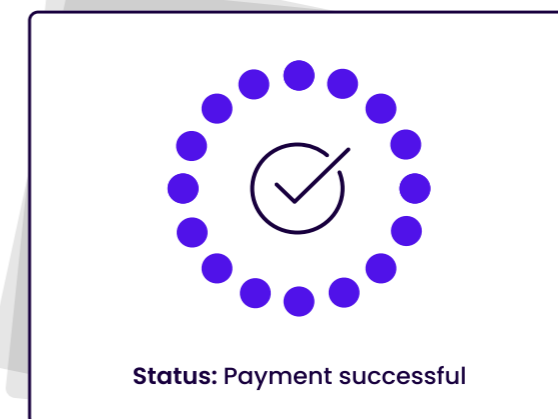
Your agents have live visibility throughout every stage of each transaction

Sycurio UI - low code/no code payment links.

For non-coders or low code solutions, our out-of-the-box UI requires minimal set up and is a fully configurable standalone service. Ready to deploy and use in a matter of hours, Sycurio.Digital is ideal for organizations that need to initiate payment link transactions quickly and seamlessly.
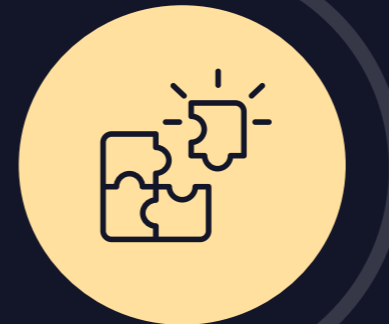
Digital at a glance.

Enable payments through any digital channel that can handle and process a URL You can even convert it to a QR code to include on letters and invoices.

Integrate into your existing platforms: CX software, CRM, CCaaS platform, application or web-service, including integration with AI platforms, and more

Build custom payment links using Sycurio's powerful, flexible, and well-documented API, or choose our out-of-the-box UI... ready to deploy in just hours

Deliver consistently strong CX, and increase your conversion rates directly in any engagement by removing the need to divert customers to alternative payment methods and channels
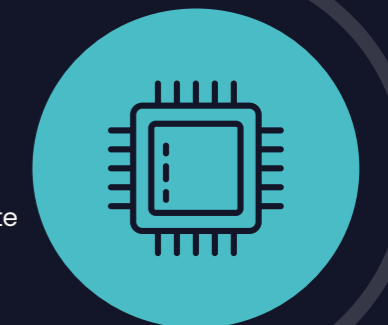
Supports digital payment wallets (Apple Pay, Google Pay, PayPal) instant bank-to-bank transfers, and tokenization services

Configure custom payment flows for each channel:
- define minimum and maximum amounts
- create passwords
- limit attempts or retries to complete
- restrict geolocation and IP range
- set how long a link stays viable... and more

Unlike other solutions that only provide insight on payment success or failure you can **track live updates of every stage in the transaction** and monitor the complete journey of each link
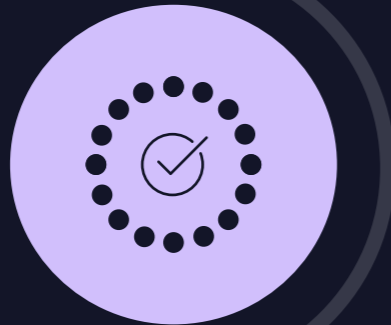
Supported by multiple payment service providers and transaction types:
- process payments
- complete tokenization to store cards for future payments
- provide refunds... and more

Prevent unwanted card types and dynamic surcharging with multi-card and scheme support

How Sycurio.Digital works.

Sycurio.Digital is a cloud-based payment link service that provides you with everything you need to instantly create, send, and manage secure payment requests to your customers.

Pick a PSP or bring your own.

Sycurio.Digital supports a wide range of pre-configured global payment service providers. Have a PSP in mind that isn't on the list? Bring your own – we can configure with the PSP of your choice!
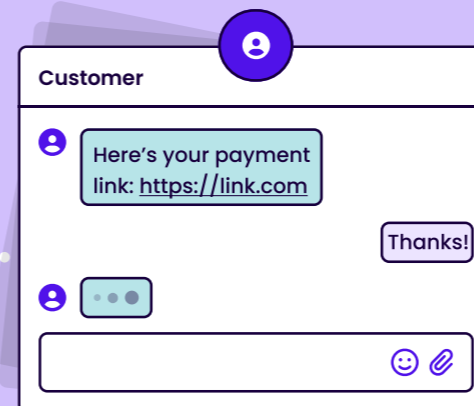
1 Create payment links via the Sycurio API or through our out-of-the-box UI

Link | https://link.com

Customer

Here's your payment link: https://link.com

Thanks!

2 Embed or paste the link into your messaging streams, apps, or other preferred channels. Sycurio. Digital links can be used in multiple channels simultaneously: webchat, SMS, email, and more – all at once

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

⊗ CVV   ⊘ Name

⧗ Expiry   ⊘ Card No.

Status: Entering expiry date

Status: Payment successful
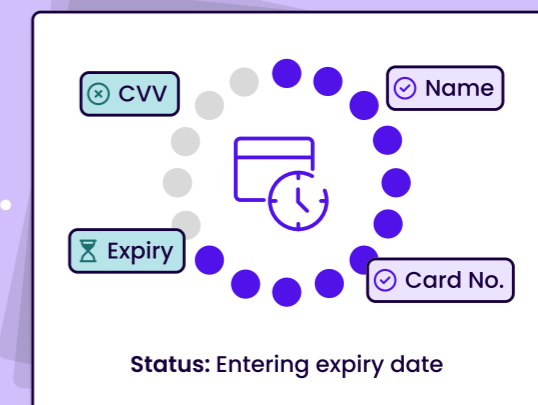
4 We confirm the transaction has been completed and send the confirmations. Easy, fast, and flexible
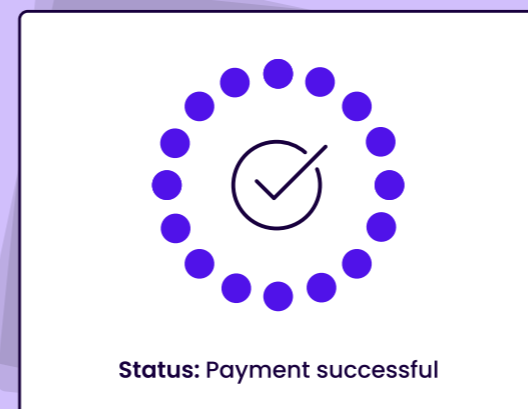
Sycurio.Digital offers **more flexibility** in how customers pay.

Credit & debit cards

Digital payment wallets

ACH and instant bank transfers*

Bank collect

*Instant bank transfers are often known by other terms for example: OpenBanking, Account-to-Account (A2A), Bank-to-Bank and/or Instant Bank Transfer Payments.

Digital payment wallets.

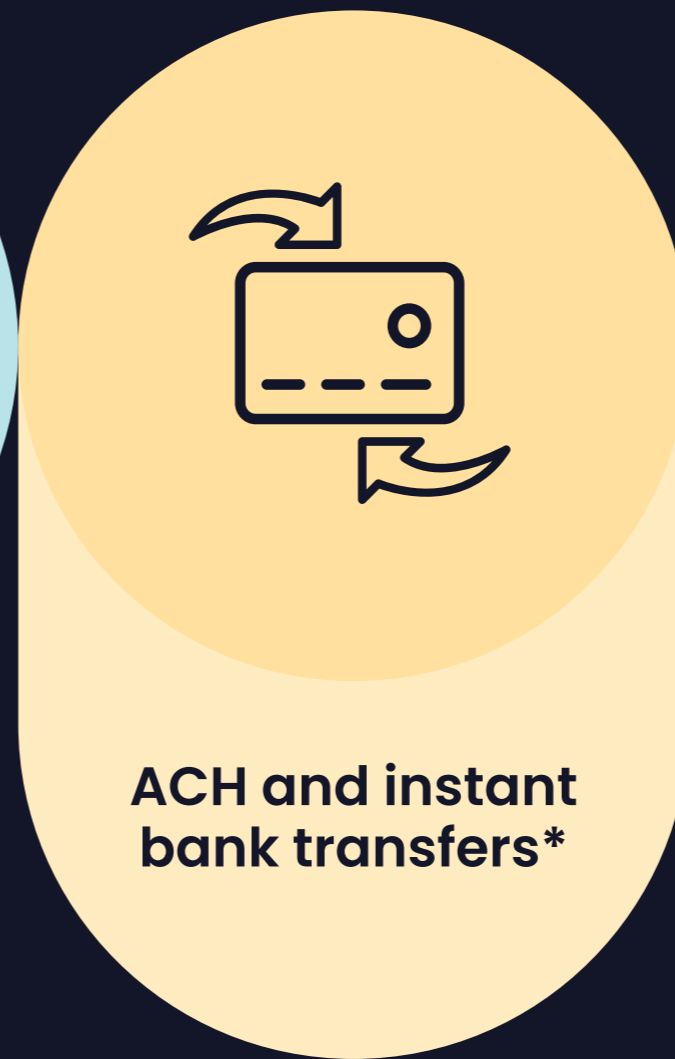## Your customers are using them - are you enabling them?

Digital payment wallets are convenient, secure, and a great way to interact in both the digital and physical world. These widely used payment solutions are rapidly gaining popularity among consumers and currently account for around half of ecommerce payments worldwide - a statistic expected to increase steadily in the coming years.

Did you know...

Juniper Research found that the total value of digital wallets transactions will rise from $9 trillion in 2023 to surpass

$16 trillion
in 2028, a rise of 77%

So how do you take Google Pay, Apple Pay, or PayPal payments during a call?

Sycurio's digital payment links can be easily embedded in your existing platforms, contact center, or CRM environment, giving your customers convenience and choice in how they pay via the agent sharing the link in the customer's preferred channel while they're on the call.

Now there's no need for them to find their payment cards, read out or input long card numbers and verification codes to complete a transaction on a call. The payment can be completed on their phone while talking to the agent, or later at a more convenient time.

Sycurio.Digital features **at a glance**.

Transaction types

- Payment transaction - authorize & settle
- Payment authorization
- Payment tokenisation
- Payment refund
- Recurring payments
- Collect card details
- Collect bank details

Link format

URL example: https://organization.sycurio.com/aBcDe12345

URLs can be embedded and presented as a QR code

Live link features

Single links can be delivered through multiple channels simultaneously

Link forced expiration: cancel a link at any time

Payment link configurable parameters

- Define payment amount
  A set defined value, or minimum and maximum range
- Define the payment currency
- Add or incorporate a payment reference
- Password protect payment links (optionally)
  A password must be input to access a payment page
- Define the maximum access attempts before the link is cancelled
  Expiration after defined number of clicks or failed attempts
- Define the link re-use and usage limits
- Times opened or used successfully
- Define the link life length
  How long the link is active before it auto-expires
- Link progress updates callback URL
- Generate payment links in batches for bulk assignment to communication channels
  Printed invoice and payment requests
- Define link accessibility by IP range
  Restrict access to specific IP address ranges

Payment account configurable parameters

- Payment gateway / payment service provider (PSP) configuration
- Digital payment wallet configuration (Apple Pay, Google Pay)
- PayPal account configuration
- Open Banking account configuration (EU Only)
- Bank Identification Number (BIN) ruleset configuration

Payment gateway / payment service provider (PSP) support

Sycurio.Digital supports a wide range of PSPs or you can integrate with your existing PSP

Supported integration channels

Amazon Connect

AVAYA

CISCO

Epic

Five9

GENESYS

Mitel

NICE

salesforce

talkdesk

and many more...

Embeddable UI (iFrame) — IFrame

Standalone web application — Web

API integration

- Available as JSON / XML
- View and track link use and payment progress in real time in the user interface with API push notifications
- Dynamic link status checks with API GET/PULL requests

Simplify handling digital payments for your remote workforce.

Whether on-site, remote, hybrid, or outsourced, Sycurio is the single payments solution for all your agents, wherever they're located. Enabling your agents with flexible working environments boosts retention rates and opens up new recruitment opportunities. Additionally, maintenance and field service employees are now able to operate efficiently remotely, providing a more responsive service for your customers.

Sycurio.Digital is a simple and easy-to-use interface for both your agents and employees in the field. Using our API or UI, Sycurio.Digital provides a fully secure payment method that works in remote environments – removing the need for special equipment or for customers to download apps to complete payments.

Field employees can simply generate a payment link that is then sent directly to the customer's device via email, SMS, or messaging service, where they can complete the payment process. The employee gets updated on payment progress in real time and can guide the customer if they have questions.

Frequently asked questions about Sycurio.Digital.

Q: How scalable is Sycurio.Digital?

A: Very scalable! Sycurio enables your organization to scale your payments instantly to fit the opportunity - offers, promotions, and limited-time deals can all be handled smoothly without the bottleneck of traditional payment processing. Sycurio's globally distributed infrastructure handles the payments and transactions of some of the world's leading brands - so you'll never need to worry about your transactions processing during times of high volume.

Q: What are Sycurio.Digital's payment processing costs?

A: Sycurio.Digital pricing is simple: it's based on the volume of payment links you generate. Get in touch and we can work with you to ensure the best and most competitive pricing solution for your payment processing environment.

Q: Our organization highly prioritizes security and compliance. What credentials does Sycurio have?

A: Sycurio is a Payment Card Industry (PCI) Level 1 Service Provider, and our platform takes any digital payment channel out of scope for PCI DSS. Additionally, we are listed as a Level 1 Visa Merchant Agent, are a Mastercard Site Data Protection (SDP) Compliant Service Provider, have achieved and maintain ISO27001 certification, and hold UK government Cyber Essentials Plus accreditation.

PCI DSS Certified LEVEL 1 SERVICE PROVIDER

ISO ISO27001:2013

VISA Level 1 Service Provider

mastercard SDP Compliant Service Provider

CYBER ESSENTIALS

Digital payments
in every channel.

Switch on Sycurio.Digital

Get in touch today to learn more about how you can harness the power of digital payments in every channel.

AVAYA

Follow Sycurio

Sycurio.