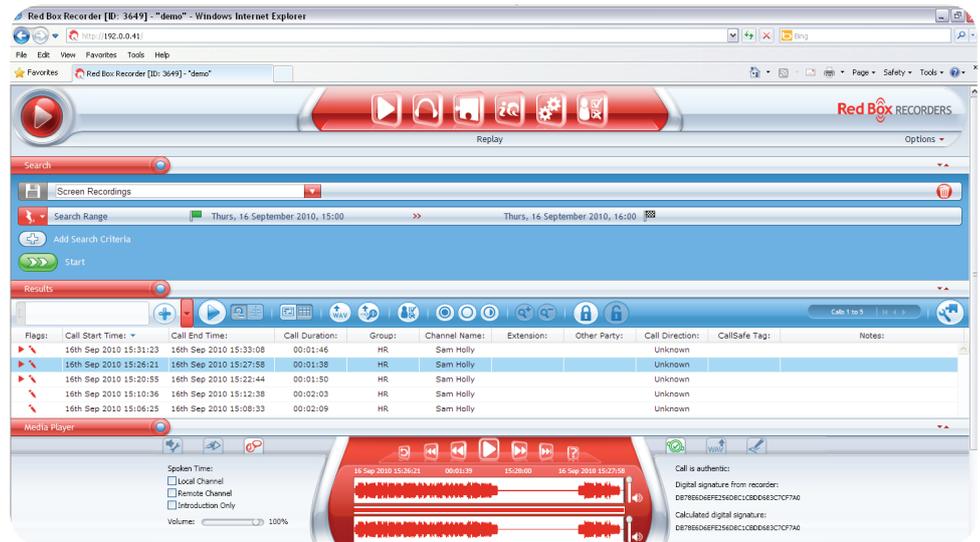# Red Box RECORDERS

Quantify PCI Suppression
Helping you comply with sensitive data requirements

Many organisations need to suppress specific parts of audio and screen recordings when taking card payment details or discussing other sensitive information.

Red Box makes it simple to generate single authenticated records with suppressed audio (silence) and video (blank screen): you can comply with the requirements of PCI (Payment Card Industry) DSS, financial regulatory authorities and other evidential regulations for unaltered audio. In addition, we provide a range of solutions to help you choose the best method of compliance and integration.

Be quietly confident
Quantify PCI Suppression ensures sensitive information never gets into the wrong hands so that you're PCI-compliant.

Two easy options

With Quantify PCI Suppression, you can control audio and screen recording to create silence during active calls. The solution can be configured for either of these methods:

Total suppression

This ensures no audio or screen information is sent to the recorder during suppression. The solution inserts silence on replay and displays a blank screen so that the suppressed audio and screen content is completely unavailable.

User suppression

Only the system administrator can replay suppressed audio and screen for investigation. When replayed by any other user, the solution inserts silence and blank screen during suppression.

How it works

There's silence during the call while credit card details are taken. Recording is suppressed on both agent and customer sides of the recorded call. On replay the user can skip the silence. It's also possible to suppress audio up to a maximum default three times.

SIMPLER SMARTER VOICE

Red Box RECORDERS

Quantify PCI Suppression

Five ways to PCI suppression
There's a choice of applications and interfaces to allow you to control audio and screen suppression through manual or automated triggering during calls.

Manual	Call examples
PCI Agent: this Windows application allows the agent to select a software button manually on their PC to start suppression and then resume recording. A timeout can be configured so that recording resumes after a given period of suppression.	An agent arranges to take a credit card payment from a customer during a call. Before the agent requests the credit card details, he clicks the 'Start suppression' icon on his desktop. The Red Box recorder picks this up and pauses recording for that audio channel. Once the transaction is complete, the agent clicks 'Stop suppression' and recording resumes.
PCI Phone: enables the agent to trigger suppression with a keypad sequence on their telephone. The recorder detects specific key presses to start and stop suppression. Again, timeouts can be configured as required.	An agent arranges to take a credit card payment from a customer during a call. Before the agent requests the credit card details, she enters a DTMF sequence on her handset. The Red Box recorder picks this up and pauses recording for that audio channel. Once the transaction is complete, the agent enters the DTMF sequence again and recording resumes.
PCI Cisco: Cisco users can control audio suppression through their XML-enabled phone. The user designates a soft key on their Cisco phone to start and stop suppression when discussing sensitive information.	An agent arranges to take a credit card payment from a customer during a call. Before the agent requests the credit card details, he presses the designated soft key on his XML-enabled Cisco IP phone. The Red Box recorder picks this up and pauses recording for that audio channel. Once the transaction is complete, the agent presses the soft key again and recording resumes.

Automated	Call examples
PCI Screen: runs transparently in the background as a Windows service on the agent's PC. PCI Screen automatically triggers suppression when the agent opens a card-payment application or program to capture sensitive data. Recording resumes when the application is closed.	An agent arranges to take a credit card payment from a customer during a call. When the agent is ready to take the customer's payment details, she clicks the 'Payment' button. This displays the payment screen with 'payment' in the Windows title. At this point, the PCI Screen Application automatically notifies the Red Box recorder to start suppression. Once the agent completes payment, she closes the payment screen. The PCI Screen Application notifies the recorder to end suppression.
PCI Toolkit: Red Box also offers an open and flexible method to integrate PCI or any other type of recording control. With our Recorder Application Interface (RAI), system integrators or software developers can manage the voice recorder with their own software or applications using socket-based commands.	An agent opens the payment screen of the business application they are using. At this point the business application instructs the recorder via the RAI to pause recording. Once the payment is been complete, it sends another trigger to the recorder to resume recording.

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About Red Box Recorders

Red Box brings simplicity to digital recording. Our Quantify solutions are easy to specify, install and manage. We focus on voice and data capture with flexible solutions that cover everything from event logging, playback and retrieval, to storage, quality management and analytics.

Latest Red Box multi-function products incorporate smart, reliable and cost-effective technologies, including web-based interfaces designed for ease of use and access to replay, configuration and maintenance.

Red Box has over 20 years' experience in more than 120 countries and the industry's most capable development team. We provide the full range of professional services that businesses need, as well as expert advice and guidance for specific areas such as the public sector, contact centres, financial markets and the emergency services.

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