



Protect Your Contact Center

INTERACTIONS TRUSTERA ENSURES COMPLIANCE WHILE DELIVERING HIGH-QUALITY CX

Data security risks are a main concern for contact centers today. Interactions Trustera protects your employees and customers by preventing contact center agents from having access to payment card information (PCI).

Trustera employs AI to anticipate and mask sensitive information that is often shared during conversations between agents and customers. Trustera ensures that you can flexibly staff agents in the new work-from-anywhere model and remain PCI compliant while delivering high-quality customer experiences.

TRUSTERA AT WORK

Proven results from our clients

MILLIONS

of credit card numbers
protected annually

15,000

agents supported
weekly

>95%

success rate on
PCI redaction

~60s

reduced AHT
compared to alternatives

In addition to secure and compliant interactions, Trustera also enables:



Redacted speech
transcription



Redacted audio
recordings



Third-party integrations such
as real-time agent assist,
sentiment analysis, and
post-call analytics



English and Spanish
language support

Why choose Interactions Truster?

When it comes to compliance and fraud protection, Interactions Truster provides the most trusted and comprehensive offering in the market today.

- World's only real-time, audio-sensitive redaction platform protecting the entire call
- Security by design; no action required by agents
- Protect your agents wherever they are—onsite or remote
- Peace of mind for your customers knowing their data is protected
- Reduce fraud and risk associated with collecting personal information
- Secure capture of PCI with no disruption to customer
- Nearly 20 years of Conversational AI excellence, 125 patents, and years of redaction success with Fortune 25 companies

The most advanced way to ensure PCI compliance with zero interruption to the customer experience



LEARN MORE AT
interactions.com/products/truster