Securing your customers’ private information is critical, and improving data security is a leading initiative throughout the industry. Consumers want to know that the companies they do business with are safeguarding their sensitive data. Noble® Secure Payment Assist utilizes Noble’s patented technologies for agent-assisted transactions to help you manage payments in a protected environment. Using automated tools with touch-tone and data masking, SPA can help your organization eliminate PCI scope, reduce the risk of fraud and theft, lower costs, improve agent workflows, and create a better customer experience.

How It Works
Noble Secure Payment Assist uses our advanced Agent workflow and IVR tools to create a simple, collaborative process between the customer and the agent. Workflows and payment scripts are fully customizable.

- Agent provides the required business data into the payment transaction.
- Caller provides the card data required via touch-tone keypad.
- As the payment takes place, the customer’s sensitive card data:
  - is never entered into the Noble Solution database
  - is never heard by the agent
  - is never viewed by the agent
  - is never part of the voice or screen recording
- Agent is always connected to the customer and follows the payment progress with your payment provider in real-time, available throughout the call to provide assistance if needed. If preferred, an IVR script can be used to gather the information while the agent remains on the line.
- Upon completion of the transaction, the customer and the agent can resume the conversation.

Noble Secure Payment Assist safeguards your customers’ sensitive credit card information with protected, agent-assisted transactions, so you can manage PCI Compliance and reduce risks, while improving the customer experience.

*Noble SPA can help meet PCI-DSS Compliance and data security requirements when used as a part of an organization's overall compliance practices. It is not a stand-alone PCI-Certified product, and companies must complete an independent PCI-DSS certification process by a certified auditor.

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