Castel Detect Protects PCI Data with Speech Analytics

One of Castel Communications' clients has been a leader in the U.S. collections industry for almost 70 years. But when it came to protecting Payment Card Industry (PCI) data, a recent audit made clear decisive action was needed. Agent's failures to properly pause recordings prior to collecting payment information from customers put business at risk.

Client Desires and the Castel Solution

With existing agent training and monitoring programs under-performing and Castel Detect's speech analytics already at work driving disclosure compliance, the client reached out to understand what more the platform could offer. Partnering with the client's QA team and Operations Management, our support team at Castel was able to quickly design a solution utilizing event detection, targeted training and real time alerting to minimize these PCI compliance failures .

Castel Detect Implementation

With an initial rule based on client defined events leading up to PCI collection, Castel Detect achieved 90% accuracy in discerning when PCI information was about to be provided to agents. In order to minimize wasted time reviewing false positives or searching for missed calls, the team went further and looked at agent speech clarity, call audio quality and other relevant factors driving performance. Armed with additional insight from the live tests, we were then able to tune the system and increase accuracy to over 99%. This was key in ensuring that the alert sent to agents on calls would be an aid and not an unwelcome distraction.

The Results

Once implemented, the client saw a substantial and immediate reduction in the number of failures, successfully shifting this metric from the Red to safely in the Green. Leveraging the power of speech analytics enabled automation, allowing for 100% of calls to be reviewed and offenders identified without the cost of additional QA Agents. Further, using "Live Alerts" reinforced the training, and consistently provided a final critical reminder to Agents at just the right time. Combined, these features generated an impact well beyond what's possible with traditional approaches and did so at a fraction of the cost.

over 99% accuracy

Advanced speech analytics in Castel Detect protected PCI data with over 99% accuracy, increased compliance and achieved a demonstrable ROI.

In addition, our client enjoyed the other important benefits of Castel Detect which enhance productivity:

- Automatic live call analysis to capture insights and provide actionable responses through scripting and instant messaging to agents while they are still engaged with the customer.

- Managing the analysis and results of multiple live audio streams versus random manager oversight, thereby improving call outcomes while assuring regulatory compliance.

- Ad hoc or regular reporting based on audit results, customer contact events and call scores.

For more information about how Castel Detect can cut costs, increase compliance and save time for your business, contact us at **1-800-657-8215** or on the web at **www.castel.com**