

FOR IMMEDIATE RELEASE

Wednesday 3rd September 2008

***CallScripter* joins in the battle against Data Theft ...**

In response to the worrying rise in data theft, CallScripter are pleased to announce that its complete Contact Centre software suite can aid in the battle against identity theft.

CallScripter have firmly established themselves as the expert in providing simple, yet effective solutions to the contact centre industry. In transactions involving credit cards, CallScripter will fully integrate with Payment Gateway providers to ensure that the data captured is processed securely and solely by fully PCI-compliant card payment providers. This process ensures that credit card data is not stored anywhere on your systems, thus ensuring compliance with the Payment Card Industry Data Security Standard (PCI DSS). The Standard aims to reduce the misuse of data in any instance where credit card transactions occur.

Indeed, any data captured during inbound or outbound campaigns which may be deemed sensitive can be encrypted and stored securely on your own, or our Hosted servers, therefore providing complete peace of mind that your obligations to data security are fully met.

As a direct result of the Standard, it is mandatory for any organisation to ensure that any web-facing application which process card payments is completely secure and sufficiently protected. Not only does CallScripter ensure website session encryption, but it also ensures backend database encryption to further assist PCI compliance.

Commenting on the legislation Kevin Ellis, Sales Director of CallScripter, says *“Given the increasing reports of identity and data theft, we fully recognise the importance of caller’s personal details. To offer complete PCI compliance not only requires the use of technology to secure the data captured, but also the strict adherence to stringent security policies. CallScripter ensures that all caller data collected during the agent communication is securely processed, from start to finish.”*

The PCI (Payment Card Industry) was jointly formed by the five major credit card companies – Visa International, Mastercard Worldwide, American Express, JCB and Discover Financial Services), in order to drive credit card security.

CallScripter will be exhibiting at Call Centre Expo on Stand G1 on Tuesday 16th and Wednesday 17th September 2008.

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Notes to Editors:

CallScripter is part of County Contact Centres PLC, the AIM listed business services group, whose interests include software and outsourced contact centres. Headquarters are in Ipswich, Suffolk with global partners in the USA, Australia, France, Germany and the Netherlands.

With an existing client base from a wide range of industries including Outsourcers, Financial Services, Helpdesk, Telemarketing, Internet Providers, Accident Management and Charities, CallScripter is the perfect application for any customer-facing environment.

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