NICE Engage and PCI DSS

Recording for Compliance

The latest release of the Payment Card Industry Data Security Standard (PCI DSS) applies to all entities that store, process, and/or transmit cardholder data. If you are a merchant who accepts or processes payment cards, you must comply with the PCI DSS v.3.2 as soon as possible and no later than 1 February, 2018.

To simplify, no cardholder data should ever be stored unless it is necessary to meet the needs of your business, and no sensitive authentication data, may be stored in a digital, audio or video format after authorization, even if encrypted.

Where could I be at risks of non-compliance with my recordings?

Avoid retaining sensitive data

Organizations need to automatically pause and resume captures, as well as mask and encrypt the customer and card data captured. Indeed, data processing systems must now mask the PAN when displayed and render it unreadable when stored. Strong cryptography and security protocols such as SSI/TLS 1.2 or IPSec must be used.

Building and maintaining a secure network is a top requirement

As such, organizations need to use firewalls that are robust enough to be effective without causing inconvenience to cardholders or vendors. Remote agents should also have personal firewalls installed. Data authentication such as personal identification numbers (PINs) and passwords must not involve defaults supplied by the vendors

Implementing strict processes and setting up firm authentication controls for all employees is key

Systems should be protected by using frequently updated anti-virus software, anti-spyware programs, and other anti-malware solutions. The revised standard also includes requirements for multi-factor authentication.

Last but not least, PCI DSS compliance is an ongoing job

It requires organizations to maintain systems to secure configuration standards and regularly test them for vulnerabilities. As such, it includes requirements for change control processes, failures detection and report, penetration tests, and quarterly reviews.

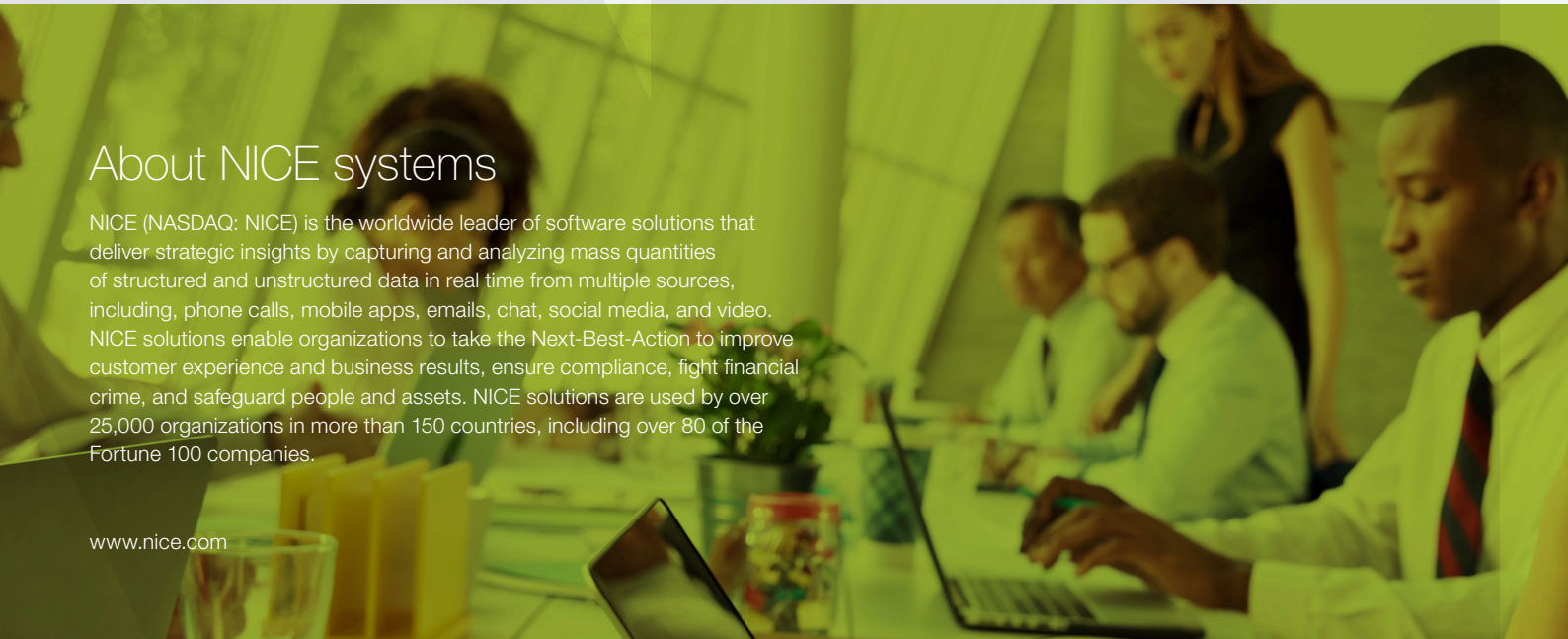
What can NICE do for me?

NICE Engage is the market leading recording solution, which is PCI DSS certified by Trustwave and offers a single most comprehensive compliance center solution including:

- Automatic Pause & Resume
- Flexible role based \ user based privileges including multi-factor authentication
- End To End Media Encryption
- Secure development life cycle
- Periodical penetration testing
- TLS 1.2 support
- Real Time compliance assurance alerts
- Analytics – based proactive degradation detection

NICE offers advanced compliance solutions that are tailored to the needs of the contact center for evidence keeping, and maximum security.

Contact Us today to know more how we can help you.



About NICE systems

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

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