

Blue Cross Blue Shield member profiles are shifting towards a new demographic and seeking digital ways to pay, including in ER for real-time payments, and during occupational health and home care visits.

Invest in America's Health by offering secure and patient-friendly engagements across all channels and business units.

Eckoh sets the standard for secure interactions between consumers and the world's leading brands, building trust and delivering exceptional experiences.



### **CallGuard**

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The most effective, cost-efficient product for securing phone payments. CallGuard reduces fraud risk, protects your members' card data and helps your organization become PCI DSS compliant.

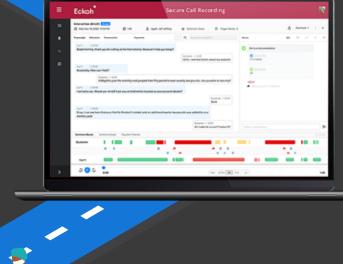




**Securing the Voice Channel** CallGuard can protect self-service IVR and agent-assisted interactions with secure payments. Members simply enter their cardholder details using their telephone's keypad or utilizing Speech Recognition capabilities.



Eckoh's cloud solution elevates call recording from being a routine necessity into a valuable driver for business transformation. Now you can quickly identify key moments in business-critical conversations — without having to listen to thousands of calls.





# Keeps the agent and customer

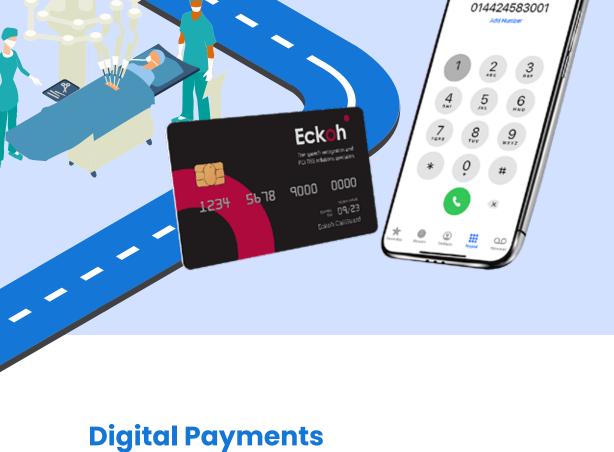
**ChatGuard** 

connected throughout the process, while ensuring that sensitive data is never seen by agents, is never available on the agent desktop and is never stored in transcripts.

# Protect your members by preventing their personal data

**DataGuard** 

from being seen, heard or stored by customer facing teams, systems or processes.





We're aligned with

## members their preferred payment method and see the difference in speed,

security and customer satisfaction.

Remove common barriers that occur

when completing transactions. Offer

enable payment security and compliance, supporting your objectives to:

**Blue Cross Blue Shield's objectives** 

Eckoh is already working with top

BCBS organizations. We work to

• Improve patient experience: Reduce friction points in your

make payments seamless and secure • Enhance organization security: Achieve PCI DSS compliance across all business units

members' journey, meet them in their channel of choice and

 Reduce redundancy and failover: Robust cloud telephony provided by our partner, Flowroute • Unify your organization: Bring teams together with business

unit and IT collaboration, and empower IT to consult on leading innovative technology

Let's work together to deliver Eckoh

engagements across all channels.

solutions that secure member

about Eckoh?