

Major Call Center Industry Conference Awards Premier Iontas Partner "Best of Show" for Compliance Features

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Powered by Iontas' Focus software, a premier Iontas partner won the "Best of Show" award at a recent Call Center industry conference. The partner's software was lauded for its PCI compliant security features, including its detailed audit trails for tracking user activity and its protection of sensitive customer data such as credit card or bank account numbers.

Iontas' Focus Software Suite collects detailed performance metrics from software applications that call centers use to understand and improve how workers do their daily jobs. Focus has the unique capability to recognize and understand complete processes and specific events, allowing detailed process analytics and enabling immediate actions based on direct user interactions. For example, this Iontas partner uses Event Focus to help their software mute a call recorder during credit card data entry or to mask sensitive data in screen recordings.

"No other software enables the kind of in-depth visibility into – and reaction to – user activities that Focus provides," noted Joe Stockton, Iontas' CEO. "Call centers use this information to protect personal cardholder data, to detect security breaches, and even to prevent standards violations."

With the comprehensive audit trail it provides, Focus helps companies achieve compliance with mandatory standards such as the Payment Card Industry (PCI) Data Security Standards and the Health Insurance Portability and Accountability Act (HIPAA).

Calls Centers around the world use Focus to make sure employees follow the best business processes, adhere to security procedures, and have access to the right training and software tools. "We're delighted that our software helped our partner win 'Best of Show' at this conference," Stockton added. "This award clearly demonstrates what we've always known: that Focus provides a definitive competitive advantage for our partner companies."

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Founded in 2000, Iontas creates software that captures information about how workers use software applications to do their jobs.

Installed on over 500,000 PCs worldwide, Iontas's Focus suite enables contact centers, back offices, and enterprises to see precisely how employees are using all their IT resources over time. With facts in hand, managers can make informed decisions about how to improve their company's business processes and software tools.

Iontas helps companies work smart.

[You can find this press release here](#)