

Two ways to connect Aircall to Paytia. Same outcome, different routing.

Both options let your Aircall agents take card payments over the phone while the card details never reach your people, systems or recordings. They differ only in *how* the call meets Paytia — inline on the call path (**Direct SIP**), or pulled in at the moment of payment (**Agent Call Return**). This sheet sets out what each service does, how it works, and the trade-offs.

WHERE THE LINE SITS · THE SAME FOR BOTH OPTIONS

Paytia handles the card
IN PCI SCOPE

- ✓ Plays the secure capture prompt and collects the card
- ✓ Masks the DTMF keypad tones — digits are never heard
- ✓ Tokenises and authorises with your payment gateway
- ✓ Holds the heavy PCI DSS controls under its Level 1 audit

Aircall handles the call
OUT OF SCOPE

- Your published numbers, agents, teams and call flows
- Day-to-day inbound and outbound conversations
- Routing, IVR menus, reporting and call recording
- Never receives, stores or transmits a card number

The demarcation never changes. Whichever routing you choose, card data lives only inside Paytia. The choice below is purely about telephony plumbing — not about who sees the card.

AT A GLANCE · DIRECT SIP VS AGENT CALL RETURN

Consideration	Direct SIP INLINE ON THE CALL PATH	Agent Call Return BROUGHT IN AT PAYMENT
How Paytia joins	Sits inline on every call, before the carrier network — already present when payment is needed	Pulled into the call only at the point of card capture, via an agent transfer
Number porting	Required — numbers move from Aircall's carrier to Paytia's carrier	None — numbers stay exactly as they are with Aircall
Starting a capture	Start on 729 — auto-triggered or dialled manually on the keypad; same on inbound and outbound	Transfer the live call to the agent's dedicated Paytia number
Dedicated numbers	Not needed — agents share the connected service	One per agent on Aircall, plus one Paytia number each
Aircall configuration	None — agent and number setup is unchanged	Wrap-up time and per-user settings must be changed
Setup effort	Lower — once numbers are ported, nothing else to configure	Higher — per-agent numbers and transfer settings to maintain
Best where	Payments are frequent and you want the simplest agent experience	Numbers cannot be ported and Paytia should only ever touch payment calls

Direct SIP. Paytia inline on the call path.

Your Aircall phone numbers move from Aircall's carrier onto Paytia's carrier. Every call — inbound from customers or outbound from agents — transits the Paytia telephony platform before the wider carrier network, then routes straight into Aircall. Your Aircall numbers and agent setup stay exactly the same; Paytia is simply already on the line when a payment is needed.

START A CAPTURE

729 · auto or manual

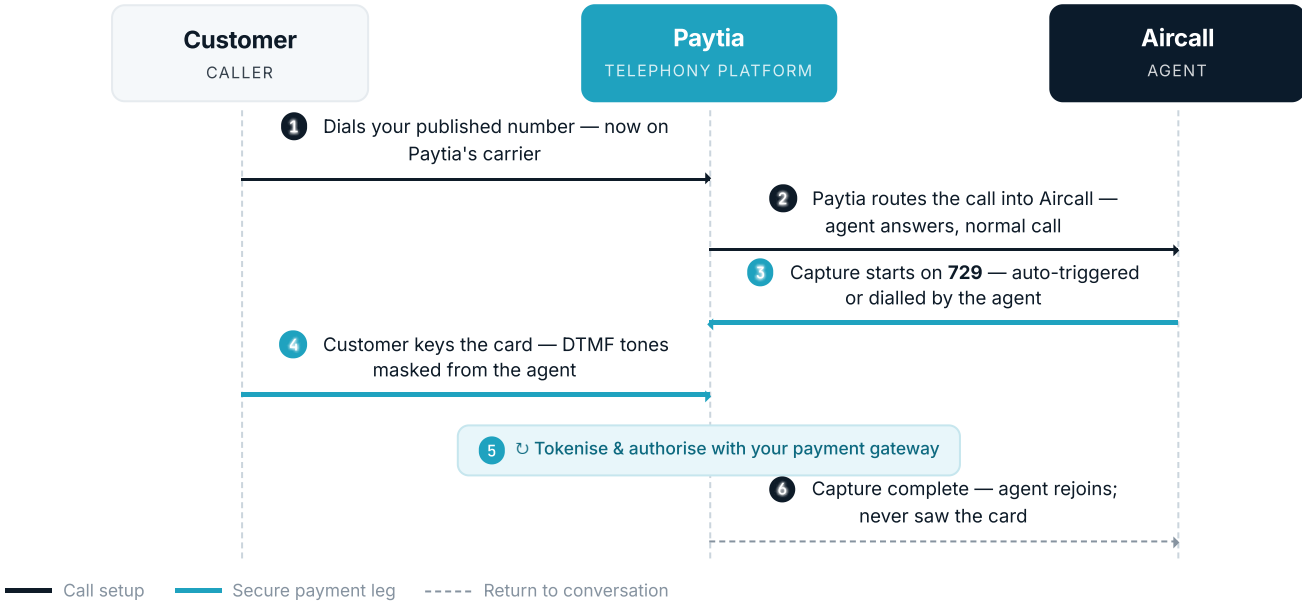
NUMBER PORTING

To Paytia carrier

AIRCALL CHANGES

None required

CALL FLOW · IDENTICAL ON INBOUND & OUTBOUND



Pros

4

- + **Easy for agents.** Capture starts on 729 — auto-triggered, or dialled on the Aircall keypad — the same on inbound and outbound calls.
- + **No extra Aircall configuration.** Numbers, users and call flows are left untouched.
- + **No dedicated numbers.** Agents don't each need their own number to take a payment.
- + **Aircall stays clean.** The whole Aircall telephony platform is free of card numbers and out of PCI DSS scope.

Cons

1

- **Numbers must be ported.** Your numbers move from the Aircall carrier to Paytia's carriers so calls can be routed back into Aircall. This is a one-time porting step handled during setup.

Agent Call Return. Paytia pulled in at payment.

An active Aircall call is transferred away from the agent to an external Paytia number. The agent starts the transfer, selects the Paytia destination and completes the connect; the customer leg moves to Paytia. Paytia then places a fresh call to the agent's direct number — the agent answers and Paytia is now bridged into the call to capture the card. No numbers leave Aircall.

START A CAPTURE

Transfer to Paytia

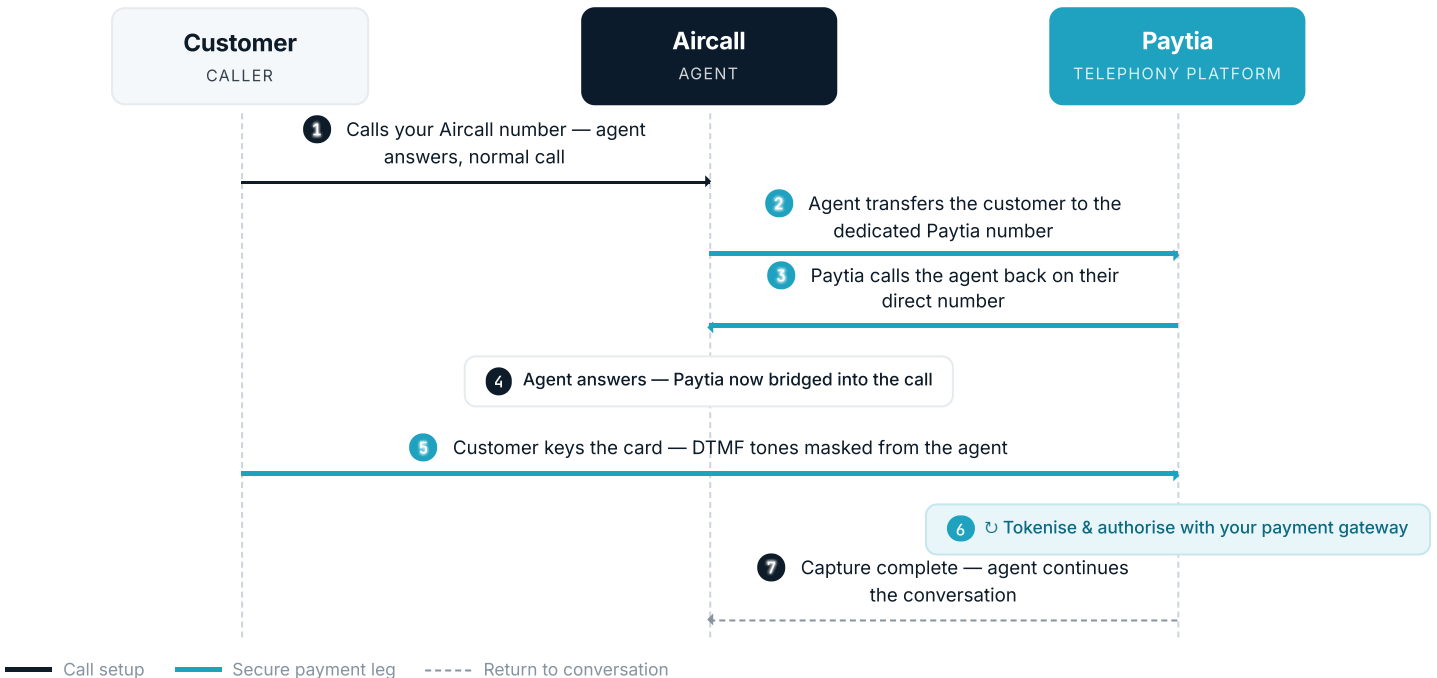
NUMBER PORTING

Not required

DEDICATED NUMBERS

One per agent

CALL FLOW · TRANSFER & RETURN



Pros

2

- + **No porting.** Numbers stay under Aircall's control — nothing moves carrier.
- + **Paytia only at payment.** Paytia is brought into the call solely at the point of card capture, never on ordinary calls.

Cons

4

- **More to set up.** Requires changes to Aircall user settings, including wrap-up time.
- **A number per agent on Aircall.** Each paying agent needs their own dedicated Aircall number.
- **A Paytia number per agent.** Each Aircall user also needs a dedicated Paytia number.
- **More steps to start.** Capture is begun through an Aircall call transfer rather than a single keypress.

NOT SURE WHICH TO CHOOSE?

Direct SIP for simplicity. Agent Call Return when numbers can't move.

Most teams take the Direct SIP route for the one-keystroke agent experience and the clean, out-of-scope Aircall platform. Choose Agent Call Return when porting isn't an option. Our team will confirm the right fit during scoping.

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