

Chargent Release Notes

Chargent version 7.0

Release Details	2
Release Title	2
Release Installation URL	2
Release Overview	2
Smart Payment Routing	2
Use Cases	2
Five9 Call Recording Data Protection (RDP)	3
Use Cases	3
New Features	4
Smart Payment Routing	4
Five9 Call Recording Data Protection (RDP)	4
Enhancements	4
Credit & Unlinked Refund Calls added to REST API	4
Updates	4
Chargent Anywhere - Recurring payment status not displayed	4
PayTrace payment gateway - Remote Site Activation	5

Release Details

Release Title

Chargent version 7.0

Release Installation URL

[Chargent Installation & Updates](#)

Release Overview

Smart Payment Routing

For many organizations, payment gateways are not a one-size-fits-all solution. Some transactions are best suited for *specific* gateways. With our new **Smart Payment Routing** feature, your business can automate this entirely in Salesforce. Think of it as a traffic cop for your transactions. This will enable you to improve authorization rates and move funds through or to the right accounts



Use Cases

Transaction Amount Limitations

Merchant uses gateway #1 as their primary gateway as they provide the best fee structure overall. Gateway #1 doesn't allow transactions with amounts exceeding \$5,000. For those transactions, merchant uses gateway #2.

Using Smart Payment Routing, the merchant can automate the process of sending transactions with amounts exceeding \$5,000 to gateway #2.

Multi-regional Customer Base

Merchant leverages multiple gateways in order to serve customers in more than one country.

Using Smart Payment Routing, the merchant can automate which gateway is used for each transaction based on the billing address of the customer.

Five9 Call Recording Data Protection (RDP)

In the evolving landscape of data security, it has never been more important to ensure the privacy and security of your customers' data. As such, we've updated our RDP feature to support the Five9 CTI in Salesforce. With a few clicks, you can configure Chargent to pause call-recording any time a Chargent payment interface is engaged. Your customer is better protected, and your PCI DSS compliance scope is reduced.

Use Cases

Payments by Phone

Call center staff are on the phone with customers who are making a payment.

Using our RDP feature, the call center agent opens the Chargent Payment Console to take the payment, at which point Chargent will pause the Five9 call recording so that the sensitive payment information is not recorded as the customer relays it to the agent.

New Features

Smart Payment Routing

Where: Chargent Base & Orders 7.0+, Salesforce Flow

Using the Flow template included in our latest package, you can configure Chargent to automate the selection of a payment gateway for a given transaction based on the criteria that makes sense for your business. And this can be configured with ease in just minutes using our new Payment Routing Wizard. This flexibility happens completely under the hood, with no disruption to your users or customers.

See our technical documentation site for more information about this new feature: [Smart Payment Routing](#)

Note: Chargent Payment Console and the Chargent Order action buttons are not supported.

Five9 Call Recording Data Protection (RDP)

Where: Chargent Base & Orders 7.0+

Our new Five9 RDP feature enables you to safeguard your customers' sensitive payment data and reduce your PCI DSS compliance scope. Once enabled, Chargent will pause Five9 call-recording immediately when a Chargent payment interface is engaged, allowing your staff to securely input card or bank account information. Once the transaction is complete, Five9 call recording will resume automatically.

See our implementation documentation here: [Chargent for Call Centers \(CTI\)](#)

Enhancements

Credit & Unlinked Refund Calls Added to REST API

Our new REST API has been updated to include **credit** and **unlinked refund** calls. This enables your business to *send* (not collect) payments that aren't directly connected to a previously executed payment collection using our API. Use these calls for payments to customers or vendors, or for refunds that can't be issued to the original payment instrument.

See our technical documentation site for more information about our REST API: [Chargent REST API](#)

Updates

Chargent Anywhere - Recurring Payment Status Not Displayed

Fixed an issue wherein the Chargent Anywhere component did not display the recurring payment status properly in the Payment Summary when configured on the Chargent Order object.

PayTrace payment gateway - Remote Site Activation

Fixed an issue wherein the remote site is not automatically activated when a PayTrace gateway test account is configured.