

DISCOVER WHAT COULD TRANSPIRE

when Diebold's R&D Incubation Team blends branch transformation and omni-channel experience orchestration...



RESPONSIVE BANKING CONCEPT

Guided by advances in technology, market insight, user experience research and entrepreneurial passion—as well as a commitment to co-innovate with our customers—we are shaping future banking capabilities, driven by three core consumer banking experiences:



APPROACH

- An interactive touch surface and dynamic media video wall attracts passersby
- Consumers can actually use their mobile devices to virtually “get in line” and receive notification when it’s their turn for service
- Consumers can be recognized via mobile device, near-field communication (NFC) card tap or potential biometric options



TRANSACT

- Fast cash — digital-to-physical fast and mobile cash via NFC, quick-response (QR) code or Apple Pay™ using the consumer’s own device
- Voice-activated workflow — natural language sensing will activate, simplify and speed transactions
- For more complex tasks, an intelligent virtual teller will greet and assist



SOLVE + EXPLORE

- Via Diebold’s Concierge Video Services™, visitors have the option to connect live with a remote expert or a virtual intelligent assistant
- Enhance the consumer experience by leveraging a smart desk and intelligent orchestration to know who you are, where you are in the workflow and what you need help with



IMAGINE WHERE WE COULD TAKE THE BANKING EXPERIENCE, TOGETHER, WITH CONSUMER-FOCUSED TECHNOLOGIES LIKE THESE:



Live, two-way Concierge Video Services™ deliver the personal touch anywhere consumers bank

- Connect live with a remote expert or virtual assistant
- Offer consulting services traditionally performed in the branch
- Reach (and delight) consumers wherever they bank



Provide management of, and personal attention to, self-service users via tablet technology

- Real-time branch technology activity is monitored through tablet or smartphone
- Personal, private teller attention without leaving the session
- Visibility of terminal device and cash status maximizes uptime



Appointment scheduling with one touch and convenient Mobile Cash Access with a smart device

- Convenient scheduling or pre-staging via ATM, mobile device or PC for the most interested consumers
- The result: Less waiting, more face time with "reserved" branch specialists
- Scan a unique QR code or NFC for secure two-factor authentication



Reinvent the banking experience with intelligent modular components and systems

- Configurable, reshapable platform allows you to physically bank where your consumers are
- Smart technology provides a personalized consumer encounter, within a customized digital corporate brand

Let's brainstorm to transform the banking experience of the future.
Get started by contacting us at Requests@diebold.com.