



XPRESSION™ EASY INTERACTIVE

A COST-EFFECTIVE TRANSITION TO TELLER MIGRATION.

Enabling more transactions at a self-service device is a necessity in order to maintain branch efficiencies and reduce operational costs. In fact, 54% of financial institutions (FIs) believe adding new transactions to the self-service terminal is the most important requirement for the future of the self-service environment.¹

XPRESSION™ Easy Interactive allows FIs to move beyond just deposit automation and provide more transaction choices – specifically transactions not typically available at self-service terminals.

By enabling employees to assist consumers with teller-type transactions through two-way audio and video at the self-service device, XPRESSION™ Easy Interactive can be used as a transitional step in a more complex migration journey or used on its own.



ADVANCED TRANSACTIONS CAN BE CARRIED OUT THROUGH A VIDEO ENABLED TERMINAL

Allows consumers to connect to remote customer service representatives (CSR) to authorize transactions

- On demand video connects via a cardless interaction
- Split deposits, check cashing and over-the-limit withdrawals can be performed
- Teller manually processes consumer transactions via teller platform



CAN SERVE AS PART OF A PHASED TRANSACTION MIGRATION PLAN

Provides an assisted self-service solution leveraging the teller platform and/or core system and pre-defined teller workflows without integration

- Low-cost entry to test consumer acceptance for handling complex transactions at self-service terminal
- Delivers consumer experience equal to what normally requires service from within a branch
- Combine with VISTA™ for a modular approach to fully integrated advanced transactions



REAL-TIME TELLER INTERACTION ANYWHERE, ANY TIME

Remotely control self-service devices with centrally based video tellers

- Provides personalized service regardless of where the device is located
- Offers replacement option for Vacuum Air Tube (VAT) drive-up systems
- Extends branch reach and/or footprint without large investment

LEVERAGE EXISTING RESOURCES, BANK RULES AND LOGIC TO AUTOMATE STANDARD TRANSACTIONS WITH XPRESSION™ EASY INTERACTIVE.

HOW IT WORKS

- Video interaction is activated with a touch of the screen
- Teller verifies consumer via cardless interaction
- Consumer requests transaction:
 - Withdrawal
 - Cash and Check Deposit (including split deposits)
 - Check Cashing
 - Over-the-Limit Withdrawal
 - Balance Inquiry
 - Account Maintenance
- Teller processes consumer's transaction via teller platform
- Terminal is used for acceptance of deposits or dispersal of funds

BENEFITS

- Multi-vendor solution: Works with competitive self-service devices
- No Network Dependency: Does not require certification
- Phased Implementation: Can be used individually or in conjunction with VISTA terminal application software for fully integrated, advanced transactions

COMMUNICATION REQUIRED

- Interactive Video Link via Two-Way Communication
 - Microsoft Lync/Skype for Business
- Bandwidth
- Recommend T1 dedicated with minimum 3mbps line speed

ADDING VIDEO CAPABILITY IS ONLY A PART OF YOUR OVERALL TRANSACTION MIGRATION STRATEGY.
CONTACT YOUR DIEBOLD REPRESENTATIVE TODAY.