Diebold Nixdorf

North America

Transaction Assist

24/7 Convenience with Help when Needed

Offer Consumers Assistance When Necessary

Financial institutions (FIs) are increasingly automating branch services and replicating over-the-counter experiences at ATMs. By offering the option for human interaction when needed, consumers can enjoy the convenience of interactive teller machines (ITMs), enhance their self-sufficiency, and build confidence with on-demand assistance during advanced teller transactions. This enhanced customer service, combined with extended banking hours at ATMs, can increase consumer satisfaction and loyalty.

On-demand Assistance When, Where and How Consumers Bank

The **Transaction Assist Managed Services Package**, part of our Branch Automation Solutions portfolio, allows FIs to individualize the ATM experience for consumers and transform traditional ATMs into ITMs. By connecting to your contact center, your associates can provide video or chat assistance to your consumers if they need to overcome limits or simply have a question.

As an add-on to Transaction Automation, Transaction Assist is the industry's first on-demand assistance integrated into a holistic managed service package. Combined, these two solution packages deliver both core integration to enable more account access and offer video/chat assistance on demand. All these technologies are hosted in our industry-leading managed service environment, so minimal technology resources are needed from your institution. Utilizing this service model, we transform your self-service fleet into a critical touchpoint that's scalable, secure, compliant and reliable.

ASSISTANCE VIA VIDEO

FIs can provide a world-class service to their consumers through video at the ATM. Transaction Assist is a unique solution built with a direct connection to your core and a web-based two-way communication interface to your contact centers. Assistance can be requested in the middle of an ATM transaction or at the beginning, should the consumer not have a debit card. Through a shared screen function or chat, associates can communicate in real-time with consumers to resolve an issue, approve transaction exceptions, authenticate and/or give assistance without facilitating the entire transaction. Adding this package can augment a branch automation strategy that includes smaller and more self-service-oriented locations where a traditional full-service branch isn't viable and extend banking beyond standard branch hours.

Enhancing the Self-Service Experience with Video:

- Video assistance at any time during a consumer ATM session
- Chat assistance for consumers who prefer not to communicate audibly
- Video call routing based on the consumers' selected language preference
- Guidance on current session via screen share to provide better assistance
- Authentication for consumers without a debit card
- Ability to override card limit
- Shared session with multi-level authorization for teller limit management and escalation
- Expediate funds availability policies for optimized check processing and cashing
- Call recording and screen capture for additional transaction verification for audit purposes
- Drive consumer self-sufficiency and resolve exceptions at the point of transaction initiation

As more transactions are migrated to the ATM channel, uptime is essential, and its importance heightened. Therefore, the **ATM Availability and Security Solution Package** is a vital foundation. Our data-driven managed service ensures your channel reaches market-leading availability, while remaining compliant and protected from security attacks. Your financial institution benefits from DN's ATM operations' expertise, advanced technologies, tested and proven processes and the industry's best service teams.

Better Together

Leveraging our unique position in the industry as an end-to-end ATM manufacturer and provider of software and services, Diebold Nixdorf's Branch Automation Solutions are optimized through a holistic approach.

DN SERIES® ATMS

- Modular design enables agile upgrades, including switching from cash dispensing to recycling with a simple update
- Dual cassettes with increased note capabilities allow for more denominations and currencies
- Can be equipped with various additional components to enable advanced transactions at the self-service channel and transform to an ITM *

*Transaction Assist will only be supported on 4xx DN Series ATMs with Windows 11 IoT Enterprise LTSC 2024.

VYNAMIC® CONNECTION POINTS TERMINAL SOFTWARE

- Pre-packaged and pre-certified for North American-specific business requirements. (Network Solution)
- Designed to enable quick delivery and easy installation with default configuration, including a very rich transaction set.
- Follows our security-by-design philosophy, with PCI SSF certification, automated testing, and advanced precautions built into the product.

DN ALLCONNECT MAINTENANCE SERVICES℠

- No company other than Diebold Nixdorf can better maintain a DN Series.
- Our award-winning field service model combines the industry's best technicians, infrastructures, and processes with the use of DN AllConnect℠ Data Engine, our data intelligence platform built in-house.
- The outcome: Incidents are resolved faster, with industry-leading first-time fix rates and predictive maintenance.

What's in it for You

MORE EFFICIENT ATM OPERATIONS

- Better performing ATM channel
- Single point of contact and accountability
- Removes the burden of managing core operations
- Compliance to mandated industry standards

LOWER TOTAL COST OF OWNERSHIP

- Reduced reliance on in-house resources
- No need to host and maintain software
- Access to economies of scale
- Predictable operational costs

INCREASED REVENUE

- Higher customer satisfaction
- Increased ATM traffic, transactions and revenue
- Accelerates transaction migration
- Frees branch staff for revenue-generating interactions

Branch Automation Solutions: The Ultimate Banking Experience

Branch Automation Solutions are easy to adopt, software-enabled managed services packages, that facilitate seamless, richer, and faster consumer journeys by merging self-service, branch and digital technologies to nurture and grow customer relationships. The solution packages enable financial service providers to improve the efficiency ratio and augment the consumer experience while enhancing the cash ecosystem, further automating processes, reducing operational costs, optimizing the branch network and driving customer loyalty.

Learn more at **DieboldNixdorf.com/BranchAutomationSolutions.**