

# Maximize Your Self-Service Migration Strategy with Convenient and Personal Assistance When Needed.



Driving consumers to migrate from the teller to in-branch devices requires a blend of data management and consumer engagement. Vynamic Branch Transformation In-Branch Assist turns your in-branch staff into concierges who can assist consumers with self-service transactions as well as monitor individual user sessions on multiple terminals. Through a direct connection to the core, In-Branch Assist evolves your branch into a modern day, contemporary banking center, where automation enables more freedom for your staff while enhancing your consumers' experiences.

### Pre-Staged Transactions

Branch staff can schedule transactions to be fulfilled at the self-service device for consumers or business accounts. By issuing one-time PINs (OTP) as the transaction is scheduled, consumers or retailers can conduct transactions such as withdrawals or deposits at the ATM. The transaction is processed using your core system directly, rather than the ATM rails.

### Over-the Limit Withdrawals

If a consumer wants to withdrawal an amount that is over their daily limit, they can request it right at the self-service terminal—. A customer service representative using In-Branch Assist receives an alert and can quickly provide approval in real-time. This connection allows the session to be handled by either a local or remote representative, ensuring a quick, effortless experience.

### Cardless Authentication

A branch employee can quickly assist consumers at the self-service channel if they don't have a card. Using In-Branch Assist, the branch

employee can authenticate the account holder in the core system via an official ID. Once authenticated, a self-service device can be activated and the consumer can proceed with any standard transaction, which is then processed and posted to the core system.

### Centralized Database with In-Depth Consumer Information

In-Branch Assist gives a concierge teller insight into consumer accounts and the status of your self-service devices. With improved visibility to individual customer information and terminal operations, branch staff can offer upsell opportunities and increase machine availability by having real-time cash level and connectivity knowledge.

### Real-time Check Validation

In-Branch Assist allows on-us checks to be validated in real-time for consumers to receive cash back at the ATM. When a check is deposited at the ATM and a request for a cash withdrawal is initiated, business rules can trigger branch staff using In-branch Assist to verify funds and authorize the withdrawal.\*

**TAP INTO THE POWER OF CLOUD-BASED CORE INTEGRATION.**

In-Branch Assist gives you the freedom to focus on deploying innovative new branch formats by enabling branch staff to connect the dots between consumer touchpoints and back office information. Connecting directly to the core, In-Branch Assist provides complete visibility into a consumer’s relationship with your organization. Data can be shared, more self-service transactions can be offered, efficiencies can be gained, and the interconnectedness can help save costs across channels.

Available as a SaaS (Software as a Service) offering, bank staff can access the In-Branch Assist program from a tablet to manage and administer assisted self-service. Diebold Nixdorf manages and maintains the back-end infrastructure from our secure datacenter, reducing the IT burden, while your consumers’ in-branch experience is dramatically enhanced.

Deployed through a subscription plan, software and infrastructure support (upgrades, bug fixes and application support) are included. The In-Branch Assist standard SaaS plan has everything needed to re-choreograph your branch environment so you can offer more self-service functionality with assisted service.

**Functional Scope**

- **Pre-Staging** – Provides the capability to pre-stage a withdrawal or deposit at a self-service device
- **Withdrawal Override** – Remotely solve over-the-limit withdrawal requests that happen on the ATM
- **Cardless Authentication** – Authenticate consumers at the branch ATM in case of forgotten or lost card
- **Centralized Information** – Access a centralized database with in-depth consumer information (accounts, current loans, etc.) and device status
- **Check Validation** – Validate on-us checks in real-time for instant cash back at the ATM

**DIEBOLD NIXDORF DYNAMIC SOFTWARE**

DN Dynamic is a powerful software portfolio that enables financial institutions to eliminate friction, transforming the user experience and their operations. Flexible and adaptable, DN Dynamic is built to align with how financial institutions operate, and it’s bundled to support the modern banking environment including channels, payments, engagement and operations.



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Dynamic Connection Points software (VISTA) is required.

\*Feature not available with the as a service offering



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