

Change the Choreography of the Branch to Proactively Meet Customers



Branch transformation efforts have been urged for years: Every financial institution (FI) knows they need modernize the face-to-face consumer experience and assist consumers how and when they need support. Teller Platform evolves your branch into a modern day, contemporary banking center that reflects changing consumer behavior. Rather than the traditional teller counter and banker “stalls,” Teller Platform empowers your staff with mobile capabilities that enable them to build a relationship with clients in a less formal way.

A web-enabled, user-friendly application that is directly connected to the core application, Teller Platform enables more complex transactions for in-branch face-to-face encounters including transactions that...

- Are dependent on more than one account.
- Need to comply with certain rules and regulations.
- Require a specific order of events to occur in order for the transaction to be completed.

Teller Platform's easy-to-navigate advanced transaction workflows offer logical menus, simple keystroke commands and behind-the-scenes workflow analytics to help enhance customer service and increase employee productivity while reducing errors and losses.

By streamlining tasks, Teller Platform speeds up complex, time-consuming transactions that may involve reconciliation of consumer penalties.

Tablet, Desktop & More: Employ Vynamic Branch Transformation Teller Platform on Virtually Any Device. Teller Platform has an intuitive, easy-to-use dashboard that enables users to quickly jump from one function to another.

Customer Search & Selection features instant access to a range of customer data either through an outbound/digital connectivity service, which retrieves results from the core system, or the saved non-customer/member records within Teller Platform. Or, a peripheral EMV chip reader can be attached to easily extract customer data for search from a card.

Transaction Processing is now simplified. The user-friendly interface speeds up the variety of tasks, including deposits, transfers, split transactions, bond redemptions, reversals and overrides. The flexibility of architecture allows Teller Platform to run on desktop computers or tablets, streamlining teller efficiency and costs.

Easy-to-design business rules and workflows make handling regulatory compliance requirements effortless. By defining exact parameters, Teller Platform can put holds in place for Regulation CC, automate filing

for Suspicious Activity Reports (SAR) and ensure transaction beneficiaries and conductors are verified against the Office of Foreign Asset Control (OFAC) list, and recorded for Anti-Money and Currency Transaction Reporting (CTR).

WHAT IS DN VYNAMIC?

DN Vynamic is the first end-to-end connected commerce software portfolio in the marketplace. Traversing mobile, ATM, POS, branch, kiosk, and online, DN Vynamic is a system of consumer engagement powered by data and analytics and is cloud/SAAS ready when you are. Built to enable the connectivity businesses of the future require, DN Vynamic extends beyond omnichannel to enable banks and retailers to create seamless, secure, personal connections across the digital and physical channels of today and tomorrow.

TELLER PLATFORM CAPABILITIES

