DIEBOLD®

XPRESSION™

EMPOWER MORE ROBUST CONSUMER ENGAGEMENT FOR A TRUE OMNICHANNEL EXPERIENCE.

Superior self-service experiences require the right balance of technical automation and human interaction. XPRESSION leverages intelligent software that mirrors the transaction capabilities of traditional teller functions and features an intuitive interface design, empowering consumers to bank how they want.

Multi-vendor compatibility with a modular approach integrates easily into a long-term branch strategy. With Fit Client architecture featuring a pre-defined user interface and teller workflow, XPRESSION features a variety of progressive solutions including concierge capabilities to assist consumers via in-branch/in-store tablet interaction or via video and audio link.

WITH SCALABLE SOLUTIONS TO COMPLEMENT THE SELF-SERVICE EXPERIENCE

XPRESSION EASY INTERACTIVE TELLER-ASSISTED VIDEO COMMUNICATION [UNPLUGGED]

Enables an employee to assist consumers with teller-type transactions, through two-way audio and video. The teller manually posts the transactions into the branch system while leveraging the self-service terminal as the handling device and consumer endpoint. It does not require integration to the ATM network, the teller platform or the banking core, instead the associate remotely controls and initiates activation of all self-service devices; and can also guide the consumer through transaction sequences for media insertion and presentment. It offers a low-cost entry point into automation technology, while providing a foundation for promoting consumer acceptance and adoption.

XPRESSION ADVANCED TRANSACTIONS PERSONAL SERVICE WITH LOWER PROCESSING COSTS

Providing the base platform for in-branch and in-store terminals, it leverages the existing self-service infrastructure and integrates seamlessly into ATM and teller environments that have pre-defined business rules and advanced transaction functionality. It enables the introduction of in-line or standalone terminals that provide self-service-based teller-like transactions.

We've got a solve for that.™

WITH THE ACQUISITION OF PHOENIX INTERACTIVE, DIEBOLD HAS STRENGTHENED ITS END-TO-END SOFTWARE AND SERVICES.

XPRESSION TELLER ASSIST
SESSION AND TERMINAL DATA MANAGEMENT

An add-on module that enables proactive, local or remote customer session context and assistance through a wireless tablet or desktop concierge service, to support enhanced customer service at a self-service device, advice opportunities and to potentially assist consumers with self-service transactions. Base features provide terminal health and status and consumer activity. Advanced functionality requires data sharing and integration with branch systems.

XPRESSION INTERACTIVE TELLER
FULL INTEGRATION, LIVE TELLER INTERACTION

Interactive Teller is an enhanced module that enables a local or remote associate to interact with consumers through an audio/video link – providing the consumer the ability to perform transactions as if the consumer was at the teller in self-service mode or interactive teller mode on demand. This module requires integration to the bank's call center / unified communication. Functionality requires data sharing and ultimately integration with branch systems. The self-service device communicates to the ATM network and branch systems.

TRANSACTIONS SUPPORTED

- Standard ATM transactions
  Withdrawal
  Cash and Check Deposit
  Balance Inquiry
  Account Transfer
- Check Cashing
- Split Deposits
- Scheduled / recurring transfers
- Over-the-limit withdrawal
- Non-financial teller transactions based on FI business processes
- English language support
- Cardless authentication
  ID scanner
  Challenge / response questions; Security code, etc.
- On-Us transactions only for non-card / PIN authentication

Note: Any customization required for PBX integration requires additional discussion and may be the responsibility of the Financial Institution.

TECHNICAL SPECIFICATIONS

Platform Support

DIEBOLD (XFS 4.1.x)
- 9900
- Opteva Series
- DIEBOLD (XFS 6.02.x)
  Diebold '00 Series

NCR (XFS 6.02.x)
- SelfServ Series

HYOSUNG (XFS 2.03.x)
- MoneyMax Series

* Supports all standard ATM Peripherals

Hardware Requirements

TERMINAL
- Video Camera
- Microphone
- Speakers
- ID Scanner (preferred)
- Landscape (4:3 ratio) monitor

DATA CENTER / BRANCH
- Infrastructure to support LYNC server
- T1 over IP (per terminal)
- PC/laptop/desktop for CSR with camera, microphone, speaker, headset

Software

TERMINAL
- Windows 7
- Vista Core application
- Intelligent deposit
- Audio Lead Through
- Microsoft LYNC client

TERMINAL
- Microsoft LYNC 2010 server and CSR Desktop application

WE'RE MAKING IT EASIER THAN EVER TO CONNECT PHYSICAL AND DIGITAL TOUCHPOINTS TO CREATE SEAMLESS, EFFICIENT CONSUMER EXPERIENCES. **CONTACT YOUR DIEBOLD REPRESENTATIVE TODAY.**

DIEBOLD

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