GLORY

Assisted Service

The best of automation and personal service, together.

OFFER EFFICIENCY AND EXPERTISE IN A UNIFIED BRANCH BANKING EXPERIENCE

With competition from internet, mobile, social and other channels, bank branches need to give customers a compelling reason to visit. The branch is still the one place where you can develop customer relationships and loyalty face-to-face. So how do you get customers in the door?

Cash remains the preferred payment method for most consumers and the main driver of traffic to the bank. When they visit, customers want to experience both convenience and personal service. In most branches today, those two experiences are poorly integrated.

Convenience brings customers to the ATM, where they can perform simple transactions involving limited amounts and denominations. For larger and more complex transactions, they need to step inside and wait for the next available teller, trading convenience for service. For the branch, it's a tradeoff between the efficiency of automatic cash handling and the relationship-building that only staff can provide.

CONVENIENCE + SERVICE FOR ANY TRANSACTION.

What if you could bring convenience and individual attention together in a unified, empowering customer experience?

That's the advantage of Assisted Service from Glory – a transformational technology for the efficiency and customer-focus of your branches.

THE BEST OF AUTOMATION AND PERSONAL SERVICE, TOGETHER

Assisted Service combines the efficient self-service of an ATM, the versatility of online and mobile banking, and the personal assistance of a visit to the teller counter.

Your customers can perform practically any transaction independently, with assistance from a teller as needed. Your tellers spend far less time handling cash so they can serve more customers, engage in more selling opportunities, and add more value to your business. And you can remove physical barriers to offer a more welcoming, collaborative branch environment.

Here's how it works.

Your customer requests a self-service transaction on a TellerInfinity™ machine.

Users can access any of their accounts, not just their ATM account.

Any bank-approved credential can be used such as a bank card, online login or account details. TellerInfinity supports smart cards, barcodes, QR codes and NFC.

Users can request precise cash amounts. TellerInfinity accepts, recycles and dispenses banknotes and coins, supporting multiple currencies with up to 8 banknote denominations.

The intuitive user interface handles most transactions independently: check and currency deposits, withdrawals, bill payments, transfers, account management, statements, appointment booking and more.
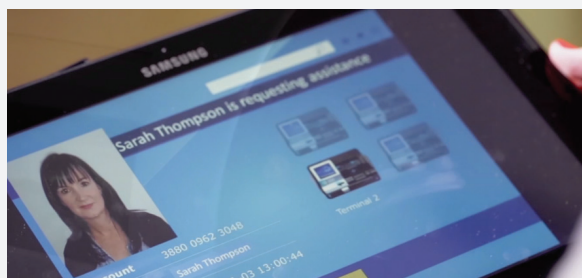
Your staff provides further assistance as needed.

A Windows tablet immediately notifies tellers whenever their personal attention is required. Some examples include:

- Fund requests that exceed the bank's self-service limit.
- Authentications and authorizations that require teller approval.
- User requests for help or advice.

One teller can support multiple TellerInfinity devices, or multiple tellers can support one device. Staff training is far easier without the cash-handling responsibilities of a traditional teller station.

TellerInfinity counts, authenticates, secures and recycles cash, eliminating the need for a security barrier.

Tellers can focus on doing more for customers one-on-one, not on the burden of managing cash.

Your branch provides a more efficient and welcoming experience.

Customer wait times are reduced, with no teller assistance required for most routine transactions.

Tellers know and can immediately respond when customers need personal attention.

At times of high customer traffic, more tellers can be made available with no need to open additional teller stations. Place as many TellerInfinity devices in your branch as needed to handle demand.

Instead of counting, authenticating and balancing cash, staff can focus on customer service, marketing and sales, back-office operations and other high-value activities.

Customers visit your branch knowing they'll feel both empowered and supported. You can also court potential new customers by giving them access to TellerInfinity.

TRANSFORM ANY BRANCH LOCATION WITH CONFIDENCE

Glory Assisted Service solutions are designed for easy integration into virtually any branch footprint, workflow and information ecosystem. Traditional branches can become more service-oriented. New branch formats, such as micro-branches in malls and airports, can cost-effectively bring banking services closer to people wherever they are. And systems can be configured to provide the customer services and integration capabilities that work best for each banking system and branch.

- Place TellerInfinity stations wherever they're needed to support your service requirements and access hours. Install as a standalone device, integrated into existing branch furniture, or through an interior wall.

- Use TellerInfinity independently or fully integrated with front, middle and back-office cash management systems. Maximize the value of all your devices while simplifying maintenance with a shared technology platform.

- Choose Glory's Assisted Service software, including our teller app for Windows tablets, or integrate the system with your preferred software using the industry-standard CEN/XFS architecture.

- Use the included Vertera™ 6G with its automatic audit and secure transfer cassette to keep excess cash moving – to back-office systems, to the vault for storage or directly to armored carriers.

CONNECT STAFF **EFFECTIVENESS** AND CUSTOMER **SATISFACTION** TO **BUILD YOUR BUSINESS**

People go to ATMs for fast cash. They go online to check statements and perform simple transactions. But they go to the branch when they've got higher-value, more complex business, and want assurance that a professional will be there to help.

Assisted Service does all of that in one place, providing access to virtually any service for any account in any amount. Tellers don't need to handle every detail, but they're ready to help as needed. And they don't need to count, authenticate and re-count cash – the most time-consuming and sensitive part of the traditional teller's job.

That means your staff has more time to connect with customers, providing assistance and advice with undivided attention. And they can connect person-to-person, instead of at the end of a queue and over physical barriers. Assisted Service connects the efficiency of automation with the assurance of personal attention.

IT'S A CONNECTION THAT LOWERS YOUR COSTS, MOTIVATES YOUR CUSTOMERS AND SETS YOUR BRANCHES APART FROM THE ORDINARY.

UNIFY THE BRANCH
BANKING EXPERIENCE
WITH GLORY

Glory is a global leader in cash technology solutions, helping businesses in more than 100 countries optimize the handling, movement and management of cash. Yet despite our broad reach, we're committed to helping you address your unique challenges and goals – enhancing staff efficiency, reducing operating costs and enabling a more rewarding customer experience.

We offer peace of mind. We enable transformation. We generate options. We empower people. We do all this by releasing companies from the burden of cash management, putting cash to work, and helping customers enhance the value that their staff and facilities add to their business.

We are Glory. We secure the future.

To learn more, visit www.glory-global.com.

Related solutions...

TELLERINFINITY™

An integrated teller-assisted service solution; a device that can perform many transactions that only a teller could deliver in the past.

DYNAMIX

A configurable software platform for building secure interactive assisted-service and kiosk applications.

VERTERA™ 6G

Vertera 6G teller cash recyclers deliver a simple, flexible, comprehensive and integrated teller automation solution.